DO NOT DISCARD. THIS MANUAL HAS IMPORTANT OPERATING AND MAINTENANCE INSTRUCTIONS. LEAVE WITH THE HOMEOWNER.

MODEL:
SERIAL #:

MODELS

<table>
<thead>
<tr>
<th>Natural Gas</th>
<th>Description</th>
<th>Propane</th>
</tr>
</thead>
<tbody>
<tr>
<td>FPB-19RBSTFS-N</td>
<td>19&quot; Round Stainless Pan &amp; Spur Kit</td>
<td>FPB-19RBSTFS-P</td>
</tr>
<tr>
<td>FPB-25RBSTFS-N</td>
<td>25&quot; Round Stainless Pan &amp; Spur Kit</td>
<td>FPB-25RBSTFS-P</td>
</tr>
<tr>
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<td>FPB-29RBSTFS-P</td>
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<tr>
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<td>20&quot; Square Stainless Pan &amp; Spur Kit</td>
<td>FPB-20SBSTFS-P</td>
</tr>
<tr>
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</tr>
<tr>
<td>FPB-32SBSTFS-N</td>
<td>32&quot; Square Stainless Pan &amp; Spur Kit</td>
<td>FPB-32SBSTFS-P</td>
</tr>
</tbody>
</table>

Outdoor Thermocouple Flame Sense (TFS) Fire Pits
Installation and Operating Instructions

IF YOU CANNOT READ OR UNDERSTAND THESE INSTALLATION INSTRUCTIONS DO NOT ATTEMPT TO INSTALL OR OPERATE THIS APPLIANCE

INSTALLATION PRECAUTION:
This system requires a minimum 18 square inches (per side) of cross ventilation. Failure to provide proper ventilation will void the warranty.

Warning: For Outdoor Use Only
<table>
<thead>
<tr>
<th>DANGER</th>
<th>CARBON MONOXIDE HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>![DANGER icon]</td>
<td>This appliance can produce carbon monoxide which has no odor.</td>
</tr>
<tr>
<td>![No smoking icon]</td>
<td>Using it in an enclosed area can kill you.</td>
</tr>
<tr>
<td>![No smoking icon]</td>
<td>Never use this appliance in an enclosed space such as a camper, tent, car or home.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DANGER</th>
<th>WARNING</th>
</tr>
</thead>
<tbody>
<tr>
<td>![DANGER icon]</td>
<td>If you smell gas:</td>
</tr>
<tr>
<td>![DANGER icon]</td>
<td>1. Shut off gas to the appliance.</td>
</tr>
<tr>
<td>![DANGER icon]</td>
<td>2. Extinguish any open flame.</td>
</tr>
<tr>
<td>![DANGER icon]</td>
<td>3. If odor continues, keep away from the appliance and immediately call your gas supplier or fire department.</td>
</tr>
<tr>
<td>![WARNING icon]</td>
<td>Do not store our use gasoline or other flammable vapors and liquids in the vicinity of this or other appliances.</td>
</tr>
<tr>
<td>![WARNING icon]</td>
<td>Any LP cylinder not connected for use shall not be stored in the vicinity of this or other appliances.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WARNING</th>
<th>WARNING</th>
</tr>
</thead>
<tbody>
<tr>
<td>![WARNING icon]</td>
<td>Do not leave unattended during use.</td>
</tr>
<tr>
<td>![WARNING icon]</td>
<td>Do not use for cooking.</td>
</tr>
<tr>
<td>![WARNING icon]</td>
<td>Follow all gas leak procedures in this manual prior to operation.</td>
</tr>
<tr>
<td>![WARNING icon]</td>
<td>Improper installation, adjustment, alteration, service or maintenance can cause injury of property damage.</td>
</tr>
<tr>
<td>![WARNING icon]</td>
<td>Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WARNING</th>
</tr>
</thead>
<tbody>
<tr>
<td>![WARNING icon]</td>
</tr>
</tbody>
</table>

**FOR YOUR SAFETY**

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or other appliance.

---

Fuels used in gas fired appliances, and the products of combustion such as fuels, contain chemicals known to cause cancer, birth defects and/or other reproductive harm. This warning is issued pursuant to the California Health & Safety Code Sec. 25249.1
All media (i.e. lava rock, lava stones, lava boulders and fire glass) has the potential of thermal spalling. This is a process that may occur when media is wet and moisture gets trapped inside of the material due to rapid temperature differences. When this happens the media has the potential to crack or “pop” outside the fireplace.

WE HIGHLY RECOMMEND COVERING ALL FIRE FEATURES WHEN NOT IN USE

The use of a cover can lessen the impact of thermal spalling; however, heavy rains, high humidity and the presence of moisture may still cause the media to pop.

ALWAYS USE CAUTION WHEN USING THE FIRE FEATURE

Extra caution should be taken when lighting a fire feature after heavy rains, high humidity and moisture are present. Light the fire feature; leave the area allowing any moisture in the media to dissipate. We strongly recommend that during this drying out time that you monitor the fire feature from a distance. This drying out period should be no less than 30 minutes. Continue monitoring the flame from distance to ensure that all popping has ceased before fully enjoying the fire.

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<td>Lighting Instructions</td>
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<td>Replacement Parts List</td>
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<td>16-18</td>
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<tr>
<td>Optional Accessories</td>
<td>18-19</td>
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## TFS SPECIFICATIONS

### Table 1. Fire Pit Dimensions

<table>
<thead>
<tr>
<th>Model: TFS Natural Gas (NG)</th>
<th>Model: TFS Propane Gas (LP)</th>
<th>A Pan Depth</th>
<th>B Min/Max Install Opening</th>
<th>C Inside Pan</th>
<th>D Ground Level</th>
<th>E Side Wall</th>
<th>F Combustible Ceiling</th>
<th>G Combustible Floor</th>
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<tbody>
<tr>
<td>FPB-19RSTFS-N</td>
<td>FPB-19RSTFS-P</td>
<td>2 ¾&quot;</td>
<td>19 ¼&quot; - 21&quot;</td>
<td>19&quot;</td>
<td>18&quot;</td>
<td>16&quot;</td>
<td>54&quot;</td>
<td>18&quot;</td>
</tr>
<tr>
<td>FPB-25RSTFS-N</td>
<td>FPB-25RSTFS-P</td>
<td>2 ¾&quot;</td>
<td>25 ¼&quot; - 27&quot;</td>
<td>25&quot;</td>
<td>18&quot;</td>
<td>19&quot;</td>
<td>69&quot;</td>
<td>18&quot;</td>
</tr>
<tr>
<td>FPB-33RSTFS-N</td>
<td>FPB-33RSTFS-N</td>
<td>2 ¾&quot;</td>
<td>33 ¼&quot; - 35&quot;</td>
<td>33&quot;</td>
<td>18&quot;</td>
<td>19&quot;</td>
<td>69&quot;</td>
<td>18&quot;</td>
</tr>
<tr>
<td>FPB-29RSTFS-N</td>
<td>FPB-29RSTFS-P</td>
<td>2 ¾&quot;</td>
<td>30 ¼&quot; - 31 ¾&quot;</td>
<td>29&quot;</td>
<td>18&quot;</td>
<td>19&quot;</td>
<td>69&quot;</td>
<td>18&quot;</td>
</tr>
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<td>FPB-20SBSTFS-N</td>
<td>FPB-20SBSTFS-P</td>
<td>2 ¾&quot;</td>
<td>20 ¼&quot; - 21&quot;</td>
<td>20&quot;</td>
<td>18&quot;</td>
<td>16&quot;</td>
<td>54&quot;</td>
<td>18&quot;</td>
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<td>FPB-26SBSTFS-N</td>
<td>FPB-26SBSTFS-P</td>
<td>2 ¾&quot;</td>
<td>26 ¼&quot; - 27 ¾&quot;</td>
<td>26&quot;</td>
<td>18&quot;</td>
<td>19&quot;</td>
<td>69&quot;</td>
<td>18&quot;</td>
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<tr>
<td>FPB-32SBSTFS-N</td>
<td>FPB-32SBSTFS-P</td>
<td>2 ¾&quot;</td>
<td>32 ¼&quot; - 33 ¾&quot;</td>
<td>33&quot;</td>
<td>18&quot;</td>
<td>19&quot;</td>
<td>69&quot;</td>
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</tbody>
</table>

**Fig 1.** Fire Pit dimensions; refer to Table 1. (Dimensions applicable to round or square pans)

### Table 2. Btu Specifications

<table>
<thead>
<tr>
<th>Model: TFS Natural Gas (NG)</th>
<th>NG Factory Orifice</th>
<th>NG BTU's High</th>
<th>NG BTU's Low</th>
<th>Model: TFS Propane (LP)</th>
<th>LP Factory Orifice</th>
<th>LP BTU's High</th>
<th>LP BTU's Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>FPB-19RSTFS-N</td>
<td>#19</td>
<td>80,000 (23.44kW)</td>
<td>45,000 (13.18kW)</td>
<td>FPB-19RSTFS-P</td>
<td>#36</td>
<td>80,000 (23.44kW)</td>
<td>45,000 (13.18kW)</td>
</tr>
<tr>
<td>FPB-25RSTFS-N</td>
<td>#7</td>
<td>105,000 (30.77kW)</td>
<td>51,000 (14.94kW)</td>
<td>FPB-25RSTFS-P</td>
<td>#31</td>
<td>100,000 (29.30kW)</td>
<td>49,500 (14.50kW)</td>
</tr>
<tr>
<td>FPB-33RSTFS-N</td>
<td>#7</td>
<td>105,000 (30.77kW)</td>
<td>51,000 (14.94kW)</td>
<td>FPB-33RSTFS-P</td>
<td>#31</td>
<td>100,000 (29.30kW)</td>
<td>49,500 (14.50kW)</td>
</tr>
<tr>
<td>FPB-29RSTFS-N</td>
<td>#7</td>
<td>105,000 (30.77kW)</td>
<td>51,000 (14.94kW)</td>
<td>FPB-29RSTFS-P</td>
<td>#31</td>
<td>100,000 (29.30kW)</td>
<td>49,500 (14.50kW)</td>
</tr>
<tr>
<td>FPB-20SBSTFS-N</td>
<td>#19</td>
<td>80,000 (23.44kW)</td>
<td>48,000 (14.06kW)</td>
<td>FPB-20SBSTFS-P</td>
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<td>48,000 (14.06kW)</td>
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<td>#31</td>
<td>100,000 (29.30kW)</td>
<td>49,500 (14.50kW)</td>
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### Table 3. Gas Pressures

<table>
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<th>Pressure</th>
<th>NG</th>
<th>LP</th>
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<tbody>
<tr>
<td>Min. Inlet</td>
<td>5.0&quot; WC (1.24kPa)</td>
<td>10.5&quot; WC (2.61 kPa)</td>
</tr>
<tr>
<td>Max. Inlet</td>
<td>10.5&quot; WC (2.61 kPa)</td>
<td>13.0&quot; WC (3.23 kPa)</td>
</tr>
<tr>
<td>Normal Inlet</td>
<td>7.0&quot; WC (1.74 kPa)</td>
<td>11.0&quot; WC (2.73 kPa)</td>
</tr>
<tr>
<td>Manifold</td>
<td>5.0&quot; WC (1.24kPa)</td>
<td>10.5&quot; WC (2.61 kPa)</td>
</tr>
</tbody>
</table>

**Disclaimer:** Btu’s listed are based on 7.0"WC for Natural Gas and 11.0"WC for Liquid Propane (LP) to the gas valve. Flex line size and proper gas pipe sizing will also affect Btu’s. As a result your Btu’s may vary slightly from Table 2 specifications.
## GAS PIPE SIZING CHART

### NATURAL GAS: PIPE SIZING CHART

<table>
<thead>
<tr>
<th>Length of Pipe in Feet</th>
<th>1/2&quot;</th>
<th>3/4&quot;</th>
<th>1&quot;</th>
<th>1 - 1/4&quot;</th>
<th>1 - 1/2&quot;</th>
<th>2&quot;</th>
<th>2 - 2 1/2&quot;</th>
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<td>6434</td>
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<td>75</td>
<td>160</td>
<td>280</td>
<td>569</td>
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<td>177</td>
<td>364</td>
<td>560</td>
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</table>

- Natural Gas (NG) flow is given in thousands of BTU/hr. = 1 cubic foot of NG gas - 1000 BTU
- Nominal pressure at the burner for Natural Gas is 3.5" of water column. (Typical machine supply 5"-7")
- Pipe length must include additional length for all fittings. Add approximately 5 feet of pipe per fitting.
- Natural Gas Example: A machine with a burner that requires 440,000 BTU would need a 1 - 1/4" pipe for a 20' long run.

### LIQUID PROPANE: PIPE SIZING CHART

<table>
<thead>
<tr>
<th>Length of Pipe in Feet</th>
<th>1/2&quot;</th>
<th>3/4&quot;</th>
<th>1&quot;</th>
<th>1 - 1/4&quot;</th>
<th>1 - 1/2&quot;</th>
<th>2&quot;</th>
<th>2 - 2 1/2&quot;</th>
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<th>4&quot;</th>
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<tr>
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<td>6221</td>
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<td>35710</td>
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- Liquid Propane (LP) Gas flow is given in thousands of BTU/hr. = 1 cubic foot of LP gas - 2500 BTU.
- This chart refers to low pressure LP, after regulation. Standard nominal pressure at the burner for Liquid Propane Gas is 11" of water column.
- Pipe length must include additional length for all fittings. Add approximately 5 feet of pipe per fitting.
- LP Example: A machine with a burner that requires 440,000 BTU would need a 1" pipe for a 20' long run.

NOTE: The sizing charts above list the specific pipe sizes required for the amount of BTU’s for a new gas line installations. If you are using an existing gas line you must take into consideration the existing gas line capacities to ensure you will have proper pressure. This chart is for reference only, we recommend you consult with a Licensed Plumber/Gas Fitter or NFPA54 (National Fuel Gas Code - current edition) for more details.

Table 4 Gas pipe sizing chart
WARNING: Proper clearances from combustible, construction materials must be maintained from all sides, top and bottom of this appliance. Use the specifications listed on page 3 for proper clearance to combustibles.

PREPARING A NON-COMBUSTIBLE STRUCTURE

The fire pit can be installed on a flat, stable surface, away from any combustible materials. Install fire pit on any level, outdoor non-combustible, flat, stable surface or a combustible floor according to the clearances specified in this manual.

NOTE: Do not place fire pit directly on grass, dirt, or rocks this may prevent proper ventilation (Fig. 3, pg. 6).

Ensure proper water drainage is also incorporated into the fire pit enclosure.

HARD PIPING TO FIRE PIT WITHOUT GAS PROXIMITY

NOTE: Refer to the NFPA54 (National Fuel Gas Code) for proper pipe sizing. In the absence of NFPA54 booklet, you can use gas pipe sizing chart on page 5.

1. Turn OFF gas supply system. NOTE: All gas connections (except for brass to brass) require the following. Clean pipe threads using either a wire brush or steel wool. Apply pipe sealant to the fittings before making any connection.

2. BE CAREFUL! Ensure all gas connections are snug, but do not over tighten!

3. Consult a plumber for proper installation to ensure you are providing adequate gas supply for your application.

4. The primary gas shut-off (not supplied) will require a ½” male flared fitting to enable connection of the stainless steel flex gas line supplied with the fire pit.

5. Do not place an LP tank inside any fire pit enclosure. Locate all propane (LP) tanks outside the enclosure.

6. To prevent performance problems in Propane (LP) fire pits, do not use a Propane tank less than 100lbs. capacity.

IMPORTANT

Installation of Natural or LP gas should be done by a qualified installer, service agency or gas supplier. This appliance must be isolated from the gas supply piping system by closing its manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than ½ "psig (3.5kPa)

VENTILATION FOR NON-COMBUSTIBLE ENCLOSURE

Fire pits are subjected to many outdoor elements such as rain, snow, wind, heat or cold. A minimum of 18 square inches of cross ventilation (2 sides) is required to keep the components in good working order. Use figure 3 as guide.

HIGH ELEVATION INSTALLATION

This appliance is listed for elevations from 0- 4500 feet in Canada and the U.S. If elevation exceeds 4500 feet it may be necessary to decrease the input rating by changing the existing burner orifice to a smaller size. Input should be reduced 4% for each 1000 feet beyond the 4500 feet above sea level. Check with your local gas utility for assistance in determining the proper orifice in your location. In some cases the heating value may already be reduced and downsizing the orifice may not be necessary. Refer to NFPA54 Table E.1.1(d) for high altitude orifice sizing.

Examples of Cross Ventilation
2- Firegear 6 x 12 vents

Fire Pit

Fire Pit Enclosure

(2) 6”x12”

Cross Flow Ventilation
(Min. 18 Sq. In. Per Side)

Fig 3. Cross Ventilation Example

Fig. 4 Typical installation.
INSTALLATION OF FIRE PIT INTO AN APPROVED ENCLOSURE

REQUIREMENTS

1. Only non-combustible materials should come in direct contact with any part of the fire pit. Underneath area should be non-combustible or a flat level combustible surface according to the clearances specified in this manual.
2. Refer to the NFPA54 (National Fuel Gas Code) for proper pipe sizing (See Table 4, page 5).
3. Determine the size of the round or square fire pit you are preparing to install (Refer to page 4).
4. You must provide a round or square cut out to place the fire pit into the non-combustible enclosure. Use the pattern from the shipping carton for sizing.
5. Follow the local code requirements for the gas type being used. This fire pit should be installed in accordance with local codes and ordinances or in the absence of local codes, with the latest National Fuel Gas Code, ANSI Z223.1 NFPA54 or CSA B149.1, Natural and Propane Installation Code in Canada.
6. Fire pits create high temperatures, it is very important to have any combustibles at a safe distance.
7. Normal operation of the fire pit is with a battery pack that is supplied with your system (Figs 4 & 5; page 8). The battery pack has 12-feet of black sleeved wire that is to be passed through the junction box provided. This wire should not be cut or spliced and the junction box can be placed in the facing of the vertical finish of the fire pit, if you place the wire under ground you should install those wires into an approved protective conduit/sleeve material.
8. Fire pit should never be left unattended while in operation. It should always be a safe distance from all trees and combustible landscape materials.
9. Construction of the finished fire pit should be stable and solid. From the bottom of the valve box (page 4) that houses the gas valve and module, it should be a minimum if of 8-inches to the ground level. See Fig 1. Drainage is critical to ensure that water does not damage gas valve and components. Never install the fire pit system below grade.
10. **CAUTION:** A minimum of 18 square inches of cross ventilation (per side) is required to keep the inside of the enclosure dry. We recommend installation of a VENT-KIT-6x12.
11. Never fill the cavity under and around the valve box with any material, this is a provided air space necessary for ventilation.
12. These products are designed for outdoor use only. Not approved for any indoor use.
13. This fire pit is designed to have decorative rock, lava rock/Media covering the burner, so the burner is not visible. Optional concrete logs can be added to consumers taste. Decorative Rock is not provided. When purchasing decorative rock use minimum of 1 to 2-inch diameter rock as a base to fill the burner pan. **DO NOT COVER THE IGNITION HOOD WITH ANY ROCK OR MEDIA.**
14. Gas lines and fittings must be installed in to the non-combustible structure. All gas connections must be leak tested before installation of the fire pit. Soapy water leak detection is required before regular use of the fire pit.
15. Do not use material that will absorb moisture over time and will not release this moisture quickly. Moisture can boil in this material and can rapidly break apart and cause damage or personal injury.
16. Never leave any other combustible material on top of the fire pit. This could cause unsafe operation of this system and damage to the component that will not be covered under our warranty.
INSTALLATION OF BATTERY PACK

It is important to locate the battery pack where it is easy to access for battery replacement and service. The best location is on the outside wall of the fire pit enclosure. A plastic junction box is provided for the installation of the battery pack and a weather-proof cover to protect it from the outside elements.

1. Install (4) AA batteries into the battery pack by sliding the cover off as shown in Fig. 4. Double check to ensure the switch on front of the battery pack is in the latching solenoid position. Install the battery pack cover plate by snapping it into place on the back side of the white cover plate as shown in Fig 5. Note: Be sure the batteries are installed positive-to-positive and negative-to-negative. If one battery is installed backwards the system will not operate.

2. Install the junction box and secure into position. Note: Junction box should be flush with the finish materials to ensure weatherproof cover/lid has room (clearance) to open. See Fig. 6, page 7.

3. The fire pit has 12-feet of wiring outside of the valve box underneath the burner pan. One end of the wiring has a 4-pin connector. The others are (2) two individual wires (one black and one red) with ¼” female connectors.

4. Feed the wire ends into the junction box and out the front (approximately 4-6 inches) to connect to battery pack (See wiring diagram on page 17, Fig.13).

5. Open the lid of the weatherproof cover and install the white cover plate with battery pack attached into the weatherproof cover and rubber gasket.

6. Connect the wires from the junction box to the battery pack. Plug the white 4-pin connector into back of the battery pack and connect the two ¼” female spade wires matching color, red-to-red and black-to-black. Leave enough “play” in the wires to allow the weatherproof cover/lid and be screwed to the junction box.

7. Secure the weatherproof cover/lid to the two outside holes at the top and bottom of the junction box.

8. Secure the white cover plate and battery pack to the center holes at the top and bottom of the junction box.

9. After the fire pit is installed into the enclosure, the burner and control system should be tested before the media (lava rock) is installed. Note: Flame height will be very low until media is placed into the burner pan covering the burner.

Final Preparations

Install (4) AA batteries into the battery pack and ensure the slide switch is in the Latching Solenoid position on the front side. See Fig. 4. Snap the battery pack into the cover plate then set it aside. See Fig. 5.
INSTALLING BATTERY PACK INTO WEATHERPROOF BOX
After the weatherproof box location has been established and installed, run the black 4-PIN connector wire along with the red and black wires from the valve box into the weatherproof box. Connect red to red and black to black wires from the valve box to the wires of the battery pack. Connect the 4-PIN connector into the back of the battery pack.

Next secure the battery pack into the weatherproof box as shown in Fig. 6

INSTALLATION OF BATTERY INTO TRANSMITTER
You have one handheld transmitter and you will need to install the included (12-volt battery) into the transmitter. Slide the battery cover off the case, on the backside of the transmitter. Place the battery into the compartment matching positive-to-positive and negative-to-negative. To ensure the battery is properly installed push any button on the transmitter and you will see a red LED light at the top of the transmitter glow. The red LED light will only be lit when a button is pushed. See Fig. 7.
LEARNING THE REMOTE CONTROL TO THE MODULE
The fire pit is unique that it comes standard with one remote controlled transmitter. The handheld remote is shipped with this system are already learned (programmed) to the module inside the control box. Additional transmitters can be learned to this electronic module; up to a total of three transmitters are available. Contact Firegear to discuss additional transmitter options or see the accessory page of this instruction manual.

Learning the new transmitters is simple, but will require pressing the learn button on the module. You should learn any new transmitters before the final installation of the fire pit. Follow the steps below:

1. Remove the two screws securing the cover on the control box (See Fig. 8). The cover will slide down exposing the gas valve and control module.

2. Find the black module attached to the inside of the control box. Locate the “Learn Button” on the bottom of the module.

3. Once the Learn button is located, press and release the button once. You will hear a beep indicating that the module is ready to receive a transmitter code (See Fig. 9)

4. Take the transmitter and press the OFF button. You will hear a series of rapid beeps indicating the module has accepted the new code.

NOTE: A maximum of three (3) codes can be programmed to the module. After a total of three (3) codes have been programmed the memory is full and will not accept any additional codes. To clear all codes, press and hold the learn button for 10 seconds. The module will beep three (3) times indicating the memory is clear of all codes. After codes have been cleared see to Step #3 above to re-learn transmitter.

INSTALLATION OF LAVA ROCK/MEDIA INTO BURNER PAN
Install lava rock/media into the burner pan. Ensure media is minimum of 1 to 2-inch diameter for proper operation. Note: Do not pour lava rock directly from bag. Media should be placed by hand and NOT packed tight. Loose fitting is important to ensure robust flames. Ensure rocks are free of excessive dust. This prevents burner pan weep holes from being plugged and holding water.

IMPORTANT: Do not place media over top or under screen cover. Screen must be free of any debris to ensure proper lighting of burner and to allow proper heating of thermocouple. Cover the burner completely with media but do not make the depth greater than 1-inch overtop of the burner port holes.

Fig. 8 Removing the cover from metal box.

Fig. 9 Learn button location

Fig. 10 Keep screen cover exposed
**CONNECT GAS SUPPLY** Connect the gas supply line to the bottom of the valve box with the supplied flex connector as shown in Fig. 12 below. If necessary remove the lid for greater access to the connection. Ensure you have enough flex line available to pull the fire pit out of the enclosure if needed for maintenance or service. **NOTE:** If removing lid, ensure you slide the flex line through the lid access hole to enable you to reattach the lid.

![Diagram of gas supply and components](image_url)

**Fig. 11** Shows TFS system installed into an enclosure.

Gas valve and flexible gas lines are supplied with valve box; key valve is not supplied, but available in accessories page. Flex lines with flared fittings do not require Teflon tape or pipe compound. Ensure not to “kink” the flex lines to allow better gas flow of gas. The illustration above is only a guide for the gas connection. Local codes may require different methods to connect the gas supply.

**IGNITOR ALIGNMENT**
It is important to check that the ignitor probes be properly aligned overtop of the burner port holes and did not move during shipping. Use the Fig. 12 as a guide. Before lighting remove the screen cover of the ignition hood to burner and ensure the spark probes are directly overtop of a burner port hole. The sparking probes and the thermocouple must be in the path of a flame to ignite the gas for proper ignition of the flame. Replace the screen cover and follow the operating instructions.

![Diagram of ignitor alignment](image_url)

**Fig. 12** Proper alignment of probes and thermocouple.
**OPERATION**

**CAUTION:** Children and adults should be alerted to the hazards on high surface temperatures and should stay away to avoid burns or clothing ignition. Young children should be carefully supervised when they are in the area of the appliance.

**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 control system and any gas control, which has been under water.

**SAFETY WARNINGS**

1. Never leave the Fire pit unattended during operation.
2. Clothing or other flammable materials should not be placed on or near the appliance.
3. Any guard or other protective device removed for servicing the appliance must be replaced prior to operating the appliance.
4. 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 the control compartment, burners and circulating air passageways of the appliance be kept clean.
5. Inspect the fuel supply connection before each use of the appliance.
6. Temporary storage of this appliance indoors is permissible only if it has been disconnected from its fuel supply (Natural or L.P. gas line).

**WARNING**

1. This appliance is hot when operated and can cause severe burns if contacted.
2. Do not burn any solid fuels in this appliance.

**LIGHTING INSTRUCTIONS**

**READ ALL WARNING AND SAFETY INFORMATION ABOVE BEFORE ATTEMPTING TO LIGHT FIRE PIT**

**TURNING ON FIRE PIT**

1. Ensure you have leak tested the fire pit before operating. Turn main gas supply ON.
2. Ensure batteries are installed in battery pack and switch is on Latching Solenoid.
3. Press the **ON** button on the transmitter. You will hear the ignitor probe begin sparking for 15-seconds and the fire pit will turn ON.
4. If the fire pit does not light, the module will “beep” one time every second indicating an ignition error. This is a hard lockout. If this occurs, press the **OFF** button on the remote control and repeat step 1-3.
5. If fire pit does not light after second try, turn main gas OFF, wait 5 minutes and repeat steps 1-3.

**NOTE:** It may take several cycles of ON/OFF to purge the airflow from the gas lines. The direct spark ignition will turn OFF after 15 seconds if the burner does not light after which you will need to press transmitter OFF button then back ON to initiate ignition again.

Flame height is HI and LO. By pressing the buttons on the handheld transmitter you can operate ON-OFF-HI-LO. The transmitter defaults to the HI setting when initially lighting the fire pit each time but will remember the last setting used and change back to the last setting in approximately 5-seconds after lighting.

**TURNING OFF FIRE PIT**

1. To turn OFF the fire pit press the OFF button on the transmitter. Fire pit will turn OFF.
2. After fire pit has completely cooled off install cover.
Expanded View of Thermocouple Flame Sense (TFS) Fire Pits

- Spur Burner
- Ignition Hood
- Burner Pan
- Valve Box: (Gas valve, control module and wires inside)
- OAS-NG# (Burner Orifice)
- ½” Coupler
- ¾” Washer Brass Nut
- Orange Ignition Wire
- Thermocouple & Ground Wires
- 4-PIN Black Wire to Battery Pack
- T-200-9898-46 (Flex Connector)
- Battery Pack
- Inlet Gas Supply

**Note:** Use joint compound or Teflon tape resistant to all gasses on all male NPT threads; not flared fittings. Ensure all connections are tight and check for gas leaks before and after assembly is complete.
FPB ROUND & SQUARE TFS REPLACEMENT PARTS

Drawings Are Not to Scale

Requires 4-AA 1.5V alkaline batteries

Slide Switch to Latching Solenoid

Battery cover slides on/off

Remote/Off

IN

Pilot

LOW

HI

OFF

ON

PILOT ADJ.

PILOT

PILOT

Slide Switch to Latching Solenoid

Battery cover slides on/off

Requires 4-AA 1.5V alkaline batteries
### FPB ROUND & SQUARE TFS REPLACEMENT PARTS

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FIRE PIT MAINTENANCE

1. The fire pit should be inspected and cleaned before initial use at least annually by a qualified field service person.
2. Any component that is found faulty must be replaced with an approved component.
3. Any tampering or modifying with the fire pit is dangerous and voids all warranties.
4. During winter months in cold climates and various seasons operation the fire pit may be affected by weather conditions. It is recommended to use a cover/lid overtop of your fire pit to protect it from humid/rainy weather conditions when not in use. Heavy rains/downpours could affect the fire pit operation if not covered; if this occurs ensure you allow the fire pit time to dry out before attempting to operate. **NOTE:** If a combustible type cover is used over the fire pit when not in use be sure to remove it before operation to prevent a severe safety hazard.
5. Carbon (soot) may build up on the surface of logs (if installed) during heavy use. Sooting may also occur periodically on the screen of the ignitor hood. To clean, brush off with a dry bristle brush or cloth. Keep soot away from clothing or furniture.
6. Over time stainless steel parts can discolor when heated, usually a golden or brown hue. This discoloration is normal and does not affect the performance of the appliance.

TROUBLE SHOOTING

FAULT CODES
The VCS-5000MODTC control module has built-in error detection for several common operating fault conditions. When the control module detects an error, it will emit a series of beeps. The beeping pattern will help to determine the cause of the operating fault.

**Ignition Safety (Protection for Ignition system):**

**Error Code:** One beep every one second.

**Description of Fault:** Warn users if the pilot is not successfully ignited in 15 seconds.

**How to Clear:** Press OFF then ON buttons to re-attempt ignition.

**What to Check:**

1. Ensure gas supply is turned ON.
2. Ensure that the gas line is purged of air. Air is common in the gas line if the appliance has just been installed, has been disconnected then re-connected to the gas line, or if the appliance has been unused for an extended period of time.
3. Ensure there is no blockage in the gas line.
4. Make sure that the flame sensor electrode is clean. Soot buildup will insulate the electrode and will not allow for proper flame sensing.
5. Ensure orange/white leads from module are plugged into the “PILOT” connection on the valve body.
6. Ensure green/white leads from module are plugged into the “MAIN” connection on the valve body.
7. Verify lead from igniter on electrode assembly is connected to the “I” terminal on the module.
8. Verify lead from flame sensor on electrode assembly is connected to the “S” terminal on the module.
9. Verify that the black ground lead from the module is connected to a proper ground on the appliance.

**Sensor Safety (Protection for Flame sensor):**

**Error Code:** 4 Beeps every one second (Constant beeping)

**Description of Fault:** Warn users the flame sensor detects a flame already present when ignition sequence is initiated. This fault will also occur if the flame sensor is shorted to ground.

**How to Clear:** Press OFF then ON buttons to re-attempt normal ignition.

**What to Check:**

1. Check if flame is actually present when valve is turned OFF (if so, replace valve).
2. Ensure that the flame sensor electrode is not touching the burner or another metal surface.
3. Check to ensure ground wire from thermocouple and module is connected to gas valve.
4. If 3-probe ignitor is exposed to excessive moisture/water it will need 24-48 hours to dry out.
5. Replace electrode assembly.
6. Replace module.
**Thermal Safety (Overheat Protection):**

**Error Code:** 4 Beeps every 2 seconds.

**Description of Fault:** Warn users that the modules internal temperature exceeds 170°F.

**How to Clear:** Module’s internal temperature must cool to below 160°F and then press ON button.

**What to Check:**
1. Ensure that there is proper ventilation to the control module.
2. Is module located in unapproved location, too close to burner?
3. Move to cooler location.

**Wireless Remote Transmitter Will Not Operate Appliance**
1. Make sure that the transmitter is within the 25-foot operational range of the control module.
2. Ensure batteries in transmitter are fully charged and properly installed.
3. If using the battery pack, ensure batteries are fully charged and properly installed. Also, make sure the battery pack’s 4-pin connector is securely connected to the battery pack and control module.
4. If using optional AC adapter, ensure that the AC adapter leads are securely attached to “POWER” connection on the control module. Also, ensure that the AC adapter is connected to a live 120VAC power source.
5. Ensure “Remote/Off” switch on control module is set to “Remote”.
6. Ensure the control module has learned the transmitter’s security code (learning section page 10).
7. Make sure that the remote transmitter is not placed/mounted to a metal surface, which will reduce the operating range.
8. Make sure that there is not a large metal obstruction between the remote transmitter and the control module.

**Ignitor Electrode Sparks Frequently During Operation**
1. The control module will generate a spark at the igniter electrode if the system is in the ON position, but does not sense a flame.
2. Make sure that the flame sensor electrode is clean. Soot buildup will insulate the electrode and will not allow for proper flame sensing.
3. Make sure that wind does not blow the flame off of the flame sensor. The sensor hood and the appliance media (rocks, glass, etc.) provides shielding from the wind. Ensure that the sensor hood and appliance media is properly positioned per the appliance instructions. If wind is too strong, and the flame will not maintain contact with the flame sensor, the appliance should not be operated.

**Flame Modulation Will Not Work or Works Backwards**
1. Ensure that the black and red leads from the battery pack are securely connected to the red and black leads from the Hi/Lo latching solenoid located on the valve body (red to red and black to black).
2. Verify that the selector switch on the battery pack is set to LATCHING SOLENOID only.
3. Check functionality with all transmitters to determine if there is an issue with the main control system or an individual transmitter. If the issue is with an individual transmitter, make sure that the batteries in both the transmitter and battery pack are installed properly and fully charged.

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**Fig. 13 Wiring Diagram**
## ADDITIONAL TROUBLE SHOOTING

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Remedy</th>
</tr>
</thead>
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| **Fire Pit Won’t Light**         | 1. Bleed gas line.  
3. Ensure there is not too much media overtop the burner, it can inhibit the gas flow. Too little or no media can also contribute to non-lighting.  
4. Check alignment of thermocouple (TC) over rainshield on page 11, Fig. 12. Adjust if needed.  
5. Check batteries in battery pack. Minimum total voltage to operate should be 5.3 volts. |
| **No Spark to Ignite**           | 1. Visually look at ignitor for any physical damage.  
2. Ensure batteries are not installed backwards in battery pack. Check min. voltage of 5.3 volts.  
3. Ensure battery in transmitter is not installed backwards and at minimum voltage of 9.0 DCV. |
| **Continues to Spark after Lighting** | 1. Thermocouple out of alignment.  
2. Check connection of thermocouple at “S” terminal on control module to ensure it is connected. |
| **Low Flame**                    | 1. Ensure the base media is at least 1-inch in diameter and top media is no more than 1-inch over top of burner.  
2. Ensure all shut-off valves and valve is fully open. See page 11, Fig. 12.  
3. Check for spider webs inside burner orifice. |
| **Water in my Fire Pit**         | 1. Excess dust/sand material from media may be blocking the weep holes to relieve water. Remove all media and unplug weep holes. Clean or install new media free of dust and dirt.  
2. Ensure fire pit enclosure has proper drainage for water and proper ventilation to dry out.  
3. Recommend to purchase a cover/lid to keep excessive water out of the fire pit. |
| **Whistling Noises**             | 1. Check media to ensure it is not too tightly packed around the burner tube.  
2. Ensure a non-whistling flex connector is being used. |
| **Fire Pit Won’t Stay Lit**      | 1. Check alignment of thermocouple over rainshield on page 11, Fig. 12.  
2. Thermocouple reading should be between 10-20mV. Test at the brass ground lead on gas valve and the gold lead at “S” terminal on the control module. If no minimum millivolts are maintained replace the TC.  
3. Check continuity of thermocouple. Using a volt meter remove the TC test lead “S” from the control module and the brass fork terminal from the gas valve. Test for continuity. If no continuity then replace the TC.  
4. Ensure thermocouple is clean and free of any debris. Excessive soot can be an issue. |

## OPTIONAL ACCESSORIES

The following accessories are available from your local Firegear dealer/distributor.
Each accessory comes with a separate installation manual. Read each instruction thoroughly before installing.

| **Stainless Round Lids** for 19”, 25”, 29” round fire pits.  
**Models:** LID-19R, LID-25R, LID-29R2 |
| **Stainless Square Lids** for 20” square fire pits.  
**Model:** LID-20S |
| **Lava Stones** 1” to 2” size. (50lbs.)  
**Models:** FG-LS50 |
| **Lava Rock** 1” to 2” size. (50lbs.)  
**Models:** FG-LAVA-50 |
| **Lava Boulders** 6” to 12” size (30lbs.)  
**Model:** FG-LB30 |
| **LP CONVERSION KIT**  
THERE IS NO LP CONVERSION KIT AVAILABLE THESE MODELS. YOU MUST ORDER THE FIRE PIT DIRECT FROM THE FACTORY AS PROPANE. |
### OPTIONAL ACCESSORIES CONTINUED

**Wireless Wall Switch**
with ON/OFF/Hi/Lo
**MODEL:** 1322-WT

**Wireless Wall Switch**
with ON/OFF ONLY
**MODEL:** 1001D-AF1 TX

**4-Button Timer**
with 30/60/120/OFF Minutes
**MODEL:** TMR-AF1 TX

**Wireless Wall Switch**
with ON/OFF ONLY
**MODEL:** 1001D-AF1 TX

**Vent Kits**
Provide 18 sq. in of ventilation per side of enclosure
**Model:** VENT-KIT-6X12SS
**Model:** PAVER-VENT-4-LNTS
**Model:** PAVER-VENT-6-LNTS

**Paver Control Panels**
PAVER-CP-MT MT systems
PAVER-CO-TMSI TMSI systems

**Shut-Off Valves**
Model: 01-387 ⅜" OD Flare x ½" FIP
Model: 01-487 ¼" OD Flare x ¼" FIP
Model: 01-266 ⅜" OD Flare x ⅜" OD Flare
Model: 01-288 ½" OD Flare x ½" OD Flare

**Power Adapters**
**Model:** ADP10-OUT (10’ wire)
Outdoor approved 120VAC to 7.5VDC adapter/transformer eliminates the use of battery power with any TFS system.

**FLEXFRAME**
Universal brackets to support fire pit disc when using paver blocks or other non-combustible enclosures.
**Model:** FLEXFRAME-SS (2 piece)
**Model:** FLEXFRAME-SS3 (3 piece)

**Log Sets**
**Model:**
- L-SF (Spit Fire) - 17pc (52lbs)
- L-BF (Beach Fire) 8pc (20lbs)
- L-Sedona (Sedona) 19pc (200lbs)
- 326-930 (Driftwood Twigs) 6pc (20lbs)

**Home Automation System (HAT)**
A transmitter compatible with home automation systems using dry contacts to operate fire pit.
**Model:** AF4000HAT

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**NOTE:** See the Firegear Outdoors catalogue for a variety of fittings and flex connectors also available.

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**FOR TECHNICAL SERVICE, CALL:** (800) 966-8126

Firegear Outdoors
17322 Gothard St
Huntington Beach, CA 92647
Web Site: www.firegearoutdoors.com

Manual changes often occur, ensure to check the Firegear Outdoor website for any recent updates and warranty information.
FIREGEAR LIMITED WARRANTY - 2020

Firegear Outdoors hereby warrants to the end user that products will be free from material and workmanship defects that prevent safe and correct operation of the product. The warranty commences from date of sale to the end user for the following period:

CONSUMER RESIDENTIAL APPLICATIONS – MANUFACTURED AFTER 12/02/2019

BURNER SYSTEMS, BURNERS, COMPONENTS AND ACCESSORIES
• LIFETIME WARRANTY ON CONSTRUCTION AND MANUFACTURER DEFECTS
• LIFETIME WARRANTY - STAINLESS STEEL BURNERS AND PANS
• LIFETIME WARRANTY - BRASS BURNERS
• FIVE (5) YEAR WARRANTY - GAS VALVE, SPARK IGNITER, PILOT ASSEMBLIES
• FIVE (5) YEAR WARRANTY - AWS ELECONITC IGNITION SYSTEMS (24VAC, 30 VDC)
• FIVE (5) YEAR WARRANTY - TFS/TMSI ELECTRONIC COMPONENTS
• FIVE (5) YEAR WARRANTY – MT COMPONENTS (KEY VALVE)
• FIVE (5) YEAR WARRANTY - REFRACTORY GAS LOG SETS
• FIVE (5) YEAR WARRANTY - READY TO FINISH/ANF FIRE PIT ENCLOSURES
• FIVE (5) YEAR WARRANTY – SKYTECH MANUACFTURED OPTIONAL CONTROLS

OUTDOOR FIREPLACE – KALEA BAY
• LIFETIME WARRANTY - CONSTRUCTION AND MANUFACTURER DEFECTS
• LIFETIME WARRANTY - STAINLESS STEEL COMPONENTS
• FIVE (5) YEAR WARRANTY - GAS VALVE, PILOT ASSEMBLY, POWER SUPPLY, CONTROLS
• FIVE (5) YEAR WARRANTY – SKYTECH MANUACFTURED OPTIONAL CONTROLS

SANCTUARY SERIES – GFRC FIRE FEATURES
• THREE (3) YEAR WARRANTY - GFRC STRUCTURE
• REFER TO THE APPROPRIATE BURNER SYSTEM FOR WARRANTY
WARRANTY COVERS MANUFACTURING DEFECTS OR STRUCTURAL FAILURE. SMALL STRESS CRACKS AND SURFACE CRAZING ARE A NATURAL OCCURRENCE IN GFRC PRODUCTS AND NOT COVERED BY WARRANTY.

READY TO FINISH/ANF ENCLOSURES
• FRAME – LIFETIME WARRANTY ON CONSTRUCTION AND MANUFACTURER DEFECTS

ACCESSORIES
• LIFETIME WARRANTY - CONSTRUCTION AND MANUFACTURER DEFECTS
• LIFETIME WARRANTY - STAINLESS STEEL COMPONENTS (LIDS, STAINLESS STEEL COVERS)
• ONE (1) YEAR WARRANTY – ESTOP1-OH, ESTOP2-5H WINDSHIELDS, HOSES AND REGULATORS
COMMERCIAL APPLICATIONS – MANUFACTURED AFTER 12/02/2019

BURNER SYSTEMS, BURNERS, COMPONENTS AND ACCESSORIES
• TWO (2) YEAR WARRANTY ON CONSTRUCTION AND MANUFACTURER DEFECTS
• TWO (2) YEAR WARRANTY - STAINLESS STEEL BURNERS AND PANS
• TWO (2) YEAR WARRANTY - BRASS BURNERS
• TWO (2) YEAR WARRANTY - GAS VALVE, SPARK IGNITER, PILOT ASSEMBLIES
• TWO (2) YEAR WARRANTY - AWS ELECONITC IGNITION SYSTEMS (24VAC, 30 VDC)
• TWO (2) YEAR WARRANTY – MT COMPONENTS (KEY VALVE)
• TWO (2) YEAR WARRANTY - REFRACTORY GAS LOG SETS
• TWO (2) YEAR WARRANTY – SKYTECH MANUFACTURED OPTIONAL CONTROLS

OUTDOOR FIREPLACE – KALEA BAY
• LIFETIME WARRANTY - CONSTRUCTION AND MANUFACTURER DEFECTS
• LIFETIME WARRANTY - STAINLESS STEEL COMPONENTS
• TWO (2) YEAR WARRANTY - GAS VALVE, PILOT ASSEMBLY, POWER SUPPLY, CONTROLS
• TWO (2) YEAR WARRANTY – SKYTECH MANUFACTURED OPTIONAL CONTROLS

SANCTUARY SERIES – GFRC FIRE FEATURES
• THREE (3) YEAR WARRANTY - GFRC STRUCTURE
• REFER TO THE APPROPRIATE BURNER SYSTEM FOR WARRANTY
WARRANTY COVERS MANUFACTURING DEFECTS OR STRUCTURAL FAILURE. SMALL STRESS CRACKS AND SURFACE CRAZING ARE A NATURAL OCCURRENCE IN GFRC PRODUCTS AND NOT COVERED BY WARRANTY.

READY TO FINISH/ANF ENCLOSURES
• FRAME – LIFETIME WARRANTY ON CONSTRUCTION AND MANUFACTURER DEFECTS

ACCESSORIES
• LIFETIME WARRANTY - CONSTRUCTION AND MANUFACTURER DEFECTS
• LIFETIME WARRANTY - STAINLESS STEEL COMPONENTS (LIDS, STAINLESS STEEL COVERS)
• ONE (1) YEAR WARRANTY – ESTOP1-OH, ESTOP2-5H WINDSHIELDS, HOSES AND REGULATORS
The end-user must provide a bill of sale, canceled check, or payment record to verify the purchase date and to establish the warranty period. This Limited Warranty shall be valid and limited to the original purchaser only.

WARNING Any modification to the product will void the warranty. This Limited Warranty shall be limited to the repair and/or replacement of parts that have been proven to be defective under normal use and service. All warranty claims must be made by the OEM/Distributor/Dealer account on behalf of the end-user. You may contact Technical Support at 800-966-8126.

Our Technical Service Department must confirm all approved defects. If a defect is confirmed and we approve the claim, we will replace such parts without charge. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. The manufacturer may request defective products returned with an RMA (Return Merchandise Authorization) issued by Firegear Outdoors for specific products, which is considered to be the nature of the defect and or warranty claim. Product to be returned should; be packed so as not to incur damages during transportation. Firegear is not responsible for damages on returned items. RMA is valid for thirty (30) days from the date issued. The RMA must be clearly marked on the outside of the package.

Please check with your local building code department or governing agency for proper approvals before purchasing. Firegear Outdoors is not responsible for any violation of local codes.

Travel, diagnostic cost, service labor to repair the defect on warranty parts to and from the factory will be the responsibility of the owner. We will not be responsible for labor charges and/or damage incurred in installation, repair, and replacement. Firegear is not responsible for issues related to gas or electrical installation.

The Limited Warranty is voided if not assembled, installed, and operated as intended. This Limited Warranty does not cover any defects due to accident, abuse, misuse, alteration, misapplication, vandalism, improper installation or improper maintenance or service, removal from the original location, or re-installation into another location, or failure to perform normal and routine maintenance.

Damage due to severe weather conditions such as hail, hurricanes, earthquakes, tornadoes, discoloration due to overheating, exposure to chemicals (including chlorine and salt), either directly or in the atmosphere, or very high humidity, is not covered by this Limited Warranty. Costal, humid and/or salt environments are subject to manufacturer review. All out-of-box claims must be made within 30 days of purchase and must be made prior to installation. Any product installed damaged will be considered damaged during installation and not covered under warranty.

There are no other express warranties except as set forth herein. For consumer applications, any applicable implied warranties of merchantability and fitness are limited induration to the period of coverage of this Limited Warranty. Some states do not allow limitation on how long an implied warranty lasts, so this limitation may not apply to you.

For Commercial Applications, the liability of Firegear Outdoors is limited to the express terms of this warranty. We expressly disclaim any and all implied warranties, including any warranties of fitness for a particular purpose or merchantability.
We are not liable for any special, indirect or consequential damages. Our maximum liability is limited to the purchase price of the purchased units. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

We do 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 or such representation are binding.

Firegear Outdoors
17322 Gothard Street, Huntington Beach, CA 92647
www.firegearoutdoors.com
Phone: 800-966-8126
Email: order@firegearoutdoors.com
Having problems getting the fireplace to operate? Don’t leave the job site! We want to help! Call 800.966.8126 for Technical Support between the hours of 8:00AM to 5:00PM PST.

BEFORE YOU CALL WE WILL NEED THIS INFORMATION

1. Model Number: ___________________________
2. Serial Number: ___________________________
3. How long is the gas line run? Nat Gas ____ LP Gas ____
4. What size is gas line? _____
5. Inlet Gas Pressure: _____WC
   Manifold Gas Pressure: _____ WC
6. What type of media are you using? ________________
7. Review the troubleshooting section in the installation manual.
8. What are the symptoms? Please be prepared to explain.
9. Be prepared to send photos to us when on the phone.
10. Found missing or damaged parts? Let us know ASAP or send photos.