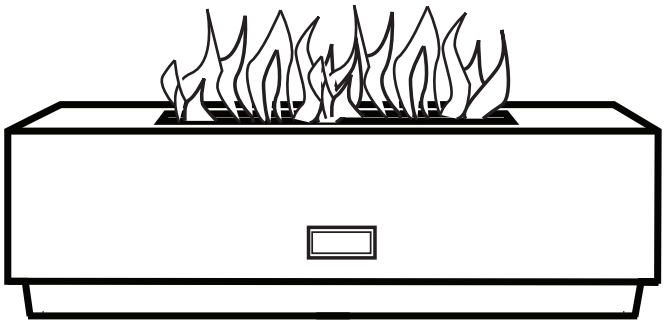
FIREGEAR® by earthcore®

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

MODEL:

SERIAL #:



Sanctuary 1 Outdoor Fire Feature

Models Natural Gas = N / Propane Gas = P	**Description**
SAN1-30LHMT-N/P-(*Color)	Sanctuary 1 with Match Throw (MT) Ignition System
SAN1-30LHTPSI-N/P-*	Sanctuary 1 with High Capacity (TPSI) Ignition System
SAN1-30LHAWS-N/P-*	Sanctuary 1 with All Weather Ignition (AWS) System

* Sanctuary 1 enclosures come in a variety of colors. (i.e. SAN1-30LHAWSN-***AR***)
Your color will be denoted at the end of the model number with one of the following letters: AR = Arctic; CR = Creme; MO = Mocha; SL = Slate; RA = Raven

Installation and Operating Instructions

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

Ventilation is incorporated into all Sanctuary Series Fire Features

WARNING: Do not operate this fire feature in high-wind conditions. Operating in high-wind conditions may expose your model to direct flame, which will result in cracking and discoloration to the finish.

Warning: For Outdoor Use Only

NATIONAL FIREPLACE INSTITUTE NFI CERTIFIED www.nficertified.org

We recommend that our gas hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) as NFI Gas Specialists.

DANGER

CARBON MONOXIDE HAZARD

This appliance can produce carbon monoxide which has no odor.

Using it in an enclosed area can kill you.

Never use this appliance in an enclosed space such as a camper, tent, car or home.

DANGER

FIRE OR EXPLOSION HAZARD

If you smell gas:

1. Shut off gas to the appliance.
2. Extinguish any open flame.
3. If odor continues, leave the area immediately.
4. After leaving the area, call your gas supplier or fire department.

WARNING

Do not leave unattended during use.
Do not use for cooking.
Follow all gas leak procedures in this manual prior to operation.

WARNING

If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury, or **loss of life**.

FOR YOUR SAFETY

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

WARNING

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

An LP cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

WARNING

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage, personal injury or loss of life
Read the owner's information manual provided with this appliance.
Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

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

CALIFORNIA PROPOSITION 65

⚠ WARNING

This product is designed to operate with one of the following fuel sources: Liquid Propane or Natural Gas. The fuel used to operate this product, and the products of combustion of such fuel, can expose you to chemicals including Benzene which is known to the State of California to cause cancer, birth defects and other reproductive harm and Carbon Monoxide which is known to the State of California to cause birth defects or other reproductive harm.

(For more information go to: www.p65Warnings.ca.gov.)

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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.

SANCTUARY SPECIFICATIONS

Model: Natural Gas =N Propane Gas = P	Overall Enclosure Size	Inside Width	Inside Depth	Height	Combustible Side Wall Clearance	Combustible Ceiling Clearance	LOF Flat Pan Dimensions	Drop In Pan Inside Dimensions
SAN1-30LHMT-N/P-*	56” x 38”	33½” x 13½”	2½”	16”	16”	69”	32 ¾" x 12 ¾"	30" x 10"
SAN1-30LHTMSI-N/P-*	56” x 38”	33½” x 13½”	2½”	16”	16”	69”	32 ¾" x 12 ¾"	30" x 10"
SAN1-30LHTPSI-N/P-*	56” x 38”	33½” x 13½”	2½”	16”	16”	69”	32 ¾" x 12 ¾"	30" x 10"
SAN1-30LHAWS-N/P-*	56” x 38”	33½” x 13½”	2½”	16”	16”	69”	32 ¾" x 12 ¾"	30" x 10"

Table 1 Sanctuary Specifications

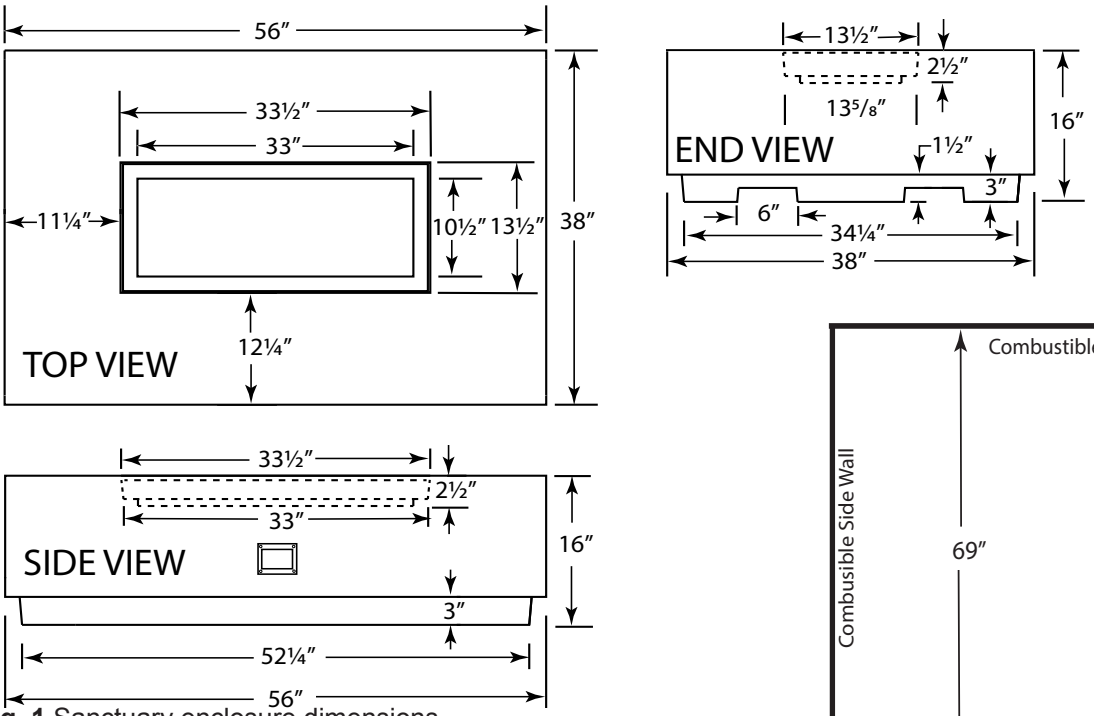


Fig. 1 Sanctuary enclosure dimensions.

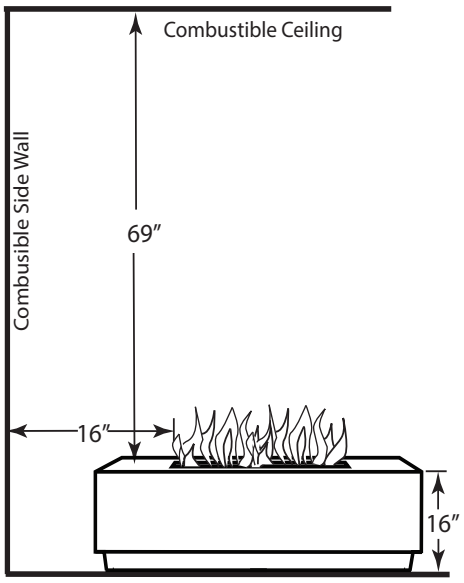


Fig 2. Clearance to Combustibles
(Not to be used in an enclosed space)

SAN 1 Models & Burner Models Natural Gas = N/Propane Gas = P	***NG Orifice***	***LP Orifice***	***Btu's***
SAN1-30LHMT-N/P-* LOF3313FH276MT-N/P	#29	#41	75,000 (21.98KW)
SAN1-30LHTMSI-N/P-* LOF3313FH276TMSI-N/P	#29	#41	75,000 (21.98KW)
SAN1-30LHTPSI-N/P-* LOF3313FH276TPSI-N/P	#29	#41	75,000 (21.98KW)
SAN1-30LHAWS-N/P-* LOF3313FH276AWS-N/P LOF-30LHAWS-N/P-SAN	#29	#41	75,000 (21.98KW)

Table 2 Model Specifications

The Sanctuary models listed above are supplied with either a drop-in pan or a flat pan. * Denotes a drop-in pan. All other models noted are flat pans with H-burners.

Pressure	**NG**	**LP**
Min. Inlet	5.0” WC	10.5” WC
Max. Inlet	10.5” WC	13.0” WC
Normal Inlet	7.0” WC	11.0” WC

Table 3 Gas Pressures

Disclaimer: Btu listings 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.

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

PREPARING A LOCATION FOR FIRE FEATURE

NOTE: The Sanctuary Series fire features/bowls are constructed of Glass Fiber Reinforced Concrete (GFRC). The Sanctuary 1 weighs 350lbs. without media or the burner system installed. Ensure the structure you are placing these fire features on is solid enough to securely hold the weight. IT IS HIGHLY RECOMMENDED FOR AT LEAST 3-4 PEOPLE TO ASSIST IN MOVING THE FIRE FEATURE INTO PLACE.

This Sanctuary 1 Fire Feature must be installed on a non-combustible surface.

Each fire feature can be installed on outdoor level flat, stable, non-combustible surface away from any combustible materials. **NOTE**: Do not place fire feature directly on grass, dirt, or rocks as this may prevent proper ventilation (Fig. 3). Water drainage is designed into all Sanctuary Series fire features. **Ensure not to block/plug the drains areas to prevent potential damage to your fire feature.**

The Sanctuary 1 can be plumbed with either Natural or Propane (LP) gas. If you choose to run hard pipe underneath the Sanctuary 1, protrude pipe no higher than 6" above ground. Fig. 1.

HARD PIPING TO FIRE FEATURE WITHOUT GAS PROXIMITY

NOTE: Refer to the NFPA54 (National Fuel Gas Code) for proper pipe sizing. See gas line sizing chart on page 6 of this manual as a reference.

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 ⅜" male flared fitting to enable connection of the stainless steel flex gas line supplied with the fire pit.

FLEXIBLE PIPING TO FIRE FEATURE

1. Do not place an LP tank inside any fire feature enclosure. Locate all propane (LP) tanks outside the enclosure inside an approved separate enclosure a minimum of 60" from the Sanctuary 1. Flex line can run through any vent holes.
2. If using Propane gas an FG-LPRK regulator (not included) must be used and a FG-12QDK-2 quick disconnect kit (not supplied) enables the use of a Propane (LP) gas tank connection. See Fig. 3.

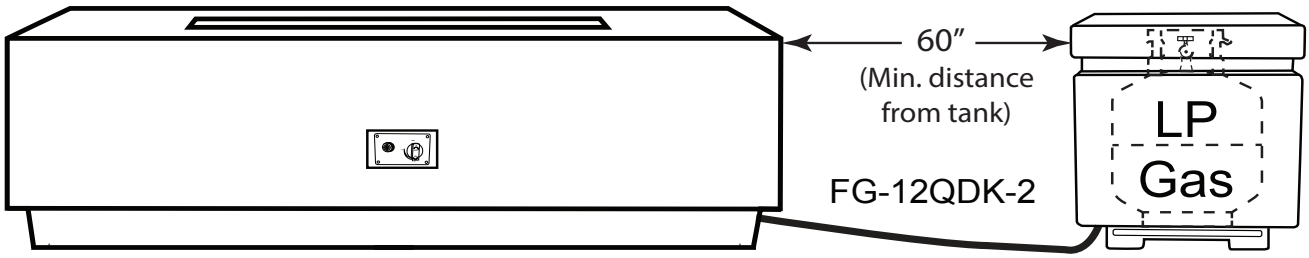


Fig. 3 Shows gas line using an LP quick disconnect.

IMPORTANT
Installation of Natural or LP gas should be done by a qualified installer, service agency or gas supplier.
The appliance and its manual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of the system exceeding ½" psig (3.5kPa).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)

GAS PIPE SIZING CHART

NATURAL GAS : PIPE SIZING CHART

Length of Pipe in Feet	1/2"	3/4"	1"	1 - 1/4"	1 - 1/2"	2"	2 - 2 1/2"	3"	4"
10	108	230	387	793	1237	2259	3640	6434	-
20	75	160	280	569	877	1610	2613	5236	9521
30	61	129	224	471	719	1335	2165	4107	7859
40	52	110	196	401	635	1143	1867	3258	6795
50	46	98	177	364	560	1041	1680	2936	6142
60	42	89	159	336	513	957	1559	2684	5647
70	38	82	149	317	476	896	1447	2492	5250
80	36	76	140	239	443	840	1353	2315	4900
90	33	71	133	275	420	793	1288	2203	4667
100	32	68	126	266	411	775	1246	2128	4518
125	28	60	117	243	369	700	1143	1904	4065
150	25	54	105	215	327	625	1008	1689	3645
175	23	50	93	196	303	583	993	1554	3370
200	22	47	84	182	280	541	877	1437	3160
300	17	37	70	145	224	439	686	1139	2539

- 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

Length of Pipe in Feet	1/2"	3/4"	1"	1 - 1/4"	1 - 1/2"	2"	2 - 2 1/2"	3"	4"
10	275	567	1071	2205	3307	6221	10140	17990	35710
20	189	393	732	1496	2299	4331	7046	12510	25520
30	152	315	590	1212	1858	3465	5695	10110	20620
40	129	267	504	1039	1559	2992	4778	8481	17300
50	114	237	448	913	1417	2646	4343	7708	15730
60	103	217	409	834	1275	2394	3908	6936	14150
70	89	185	346	724	1086	2047	3329	5908	12050
80	78	162	307	630	976	1811	2991	5309	10830
90	69	146	275	567	866	1606	2654	4711	9613
100	63	132	252	511	787	1496	2412	4281	8736
125	54	112	209	439	665	1282	2083	3618	7382
150	48	100	185	390	590	1138	1808	3210	6549
175	43	90	168	353	534	1030	1637	2905	5927
200	40	83	155	325	491	947	1505	2671	5450
300	37	77	144	303	458	887	1404	2492	5084

- 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

INSTALLATION REQUIREMENTS OF FIRE FEATURES

REQUIREMENTS FOR ALL MODELS

1. Only non-combustible materials should come in direct contact with any part of the fire feature. If the area underneath should is a flat level combustible surface according to the clearances specified in this manual on page 5.
2. Refer to the NFPA54 (National Fuel Gas Code) for proper pipe sizing. See Table 4 on page 6.
3. Determine the model fire feature you are preparing to install (Refer to page 4).
4. Follow the local code requirements for the gas type being used. This fire feature 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.
5. Fire features create high temperatures, it is very important to have any combustibles at a safe distance.
6. NOTICE*:* Proper ventilation is built into the concrete fire feature. Do not bury or enclose or conceal the bottom of the fire feature into earth, other type media that could block ventilation necessary for this product.
7. These fire features are designed for **outdoor use only**. They are **NOT** approved for any indoor use.
8. Each fire feature is designed to have lava rock or glass media completely covering the burner, so that the burner is not visible. Do not cover more than 1" above the top of the covered burner. When purchasing lava rock use minimum of 1 to 2-inch diameter as a base to fill the burner pan. **DO NOT COVER THE PILOT HOOD WITH ANY ROCK OR MEDIA.**
9. Gas lines and fittings must be installed into the non-combustible structure. All gas connections must be leak tested before installation of the fire feature. Soapy water leak detection is required before regular use of the fire feature.
10. 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.
11. Never leave any other combustible material on top of the fire feature. This could cause unsafe operation of this system and damage to the component that will not be covered under our warranty.

VENTILATION

Ventilation is built into the bottom of Sanctuary 1 fire feature. No additional vents are required. **WARNING**: DO NOT BURY THE BOTTOM OF THE SANCTUARY 1 ENCLOSURE INTO EARTH OR OTHER TYPE OF MEDIA AND NEVER BLOCK THE VENTS. THIS WILL OBSTRUCT AIR FLOW VENTILATION AND VOID FIREGEAR WARRANTY.

Fig. 4 Shows inlet gas line through ventilation opening to provide primary gas as a optional gas supply.

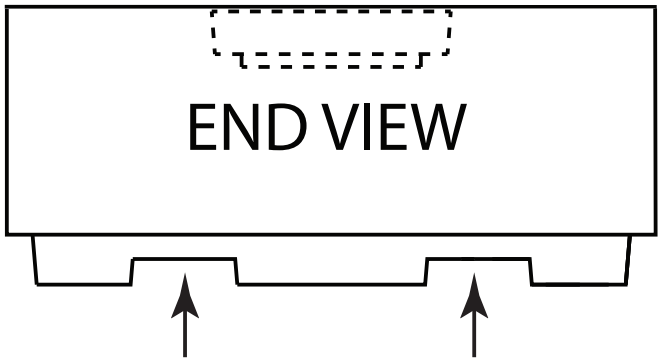


Fig. 4 Show vents under each end of Sanctuary 1.

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.

Section A
Match Throw (MT) Preparation

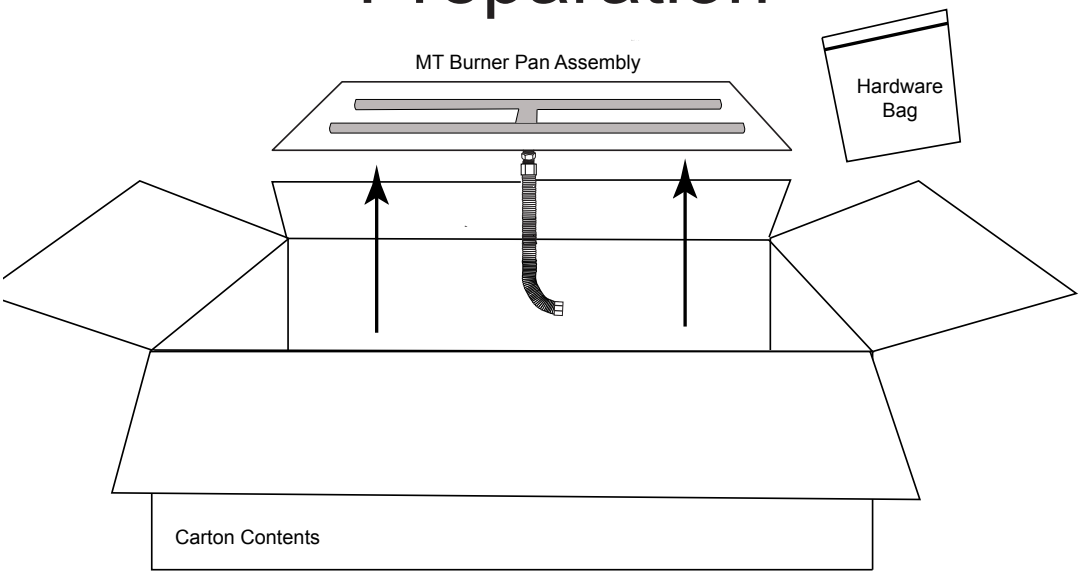


Fig. 5 Shows Match Throw (MT) carton contents.

This fire feature comes partially assembled and requires only minimal time to complete. Gas connections are required for final assembly into the enclosure.

Open carton and remove contents. Inspect for any damage or missing parts. Hardware bag includes mounting plate, key valve, key and screws (not shown) in Fig. 6.

The control panel mounts with (4) screws into the side of the enclosure.

Note: Check for any gas leaks after gas is connected and turned ON.

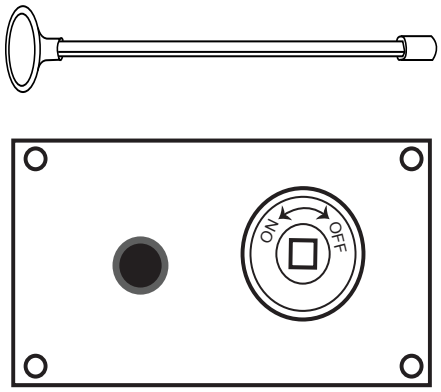
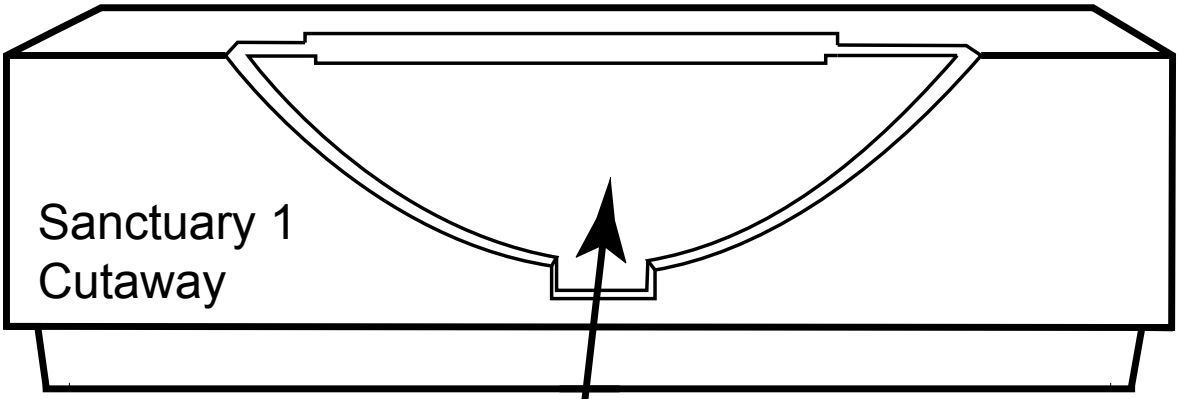


Fig. 6 Hardware bag contents.

<u>See the detailed drawing to assist with final assembly and installation into the enclosure.</u>



When installing the burner pan into the Sanctuary 1 you will need to secure all the connections to the control (panel) mounting plate and the burner pan at the same time.
NOTE: BEFORE PLACING BURNER INTO ENCLOSURE ENSURE YOU CONDUCT A GAS LEAK TEST.

Each ignition system will vary how it installs into the enclosure, however, the same basic principals of installing the gas line will apply. Ensure you review the specific section that applies to the model you are installing.

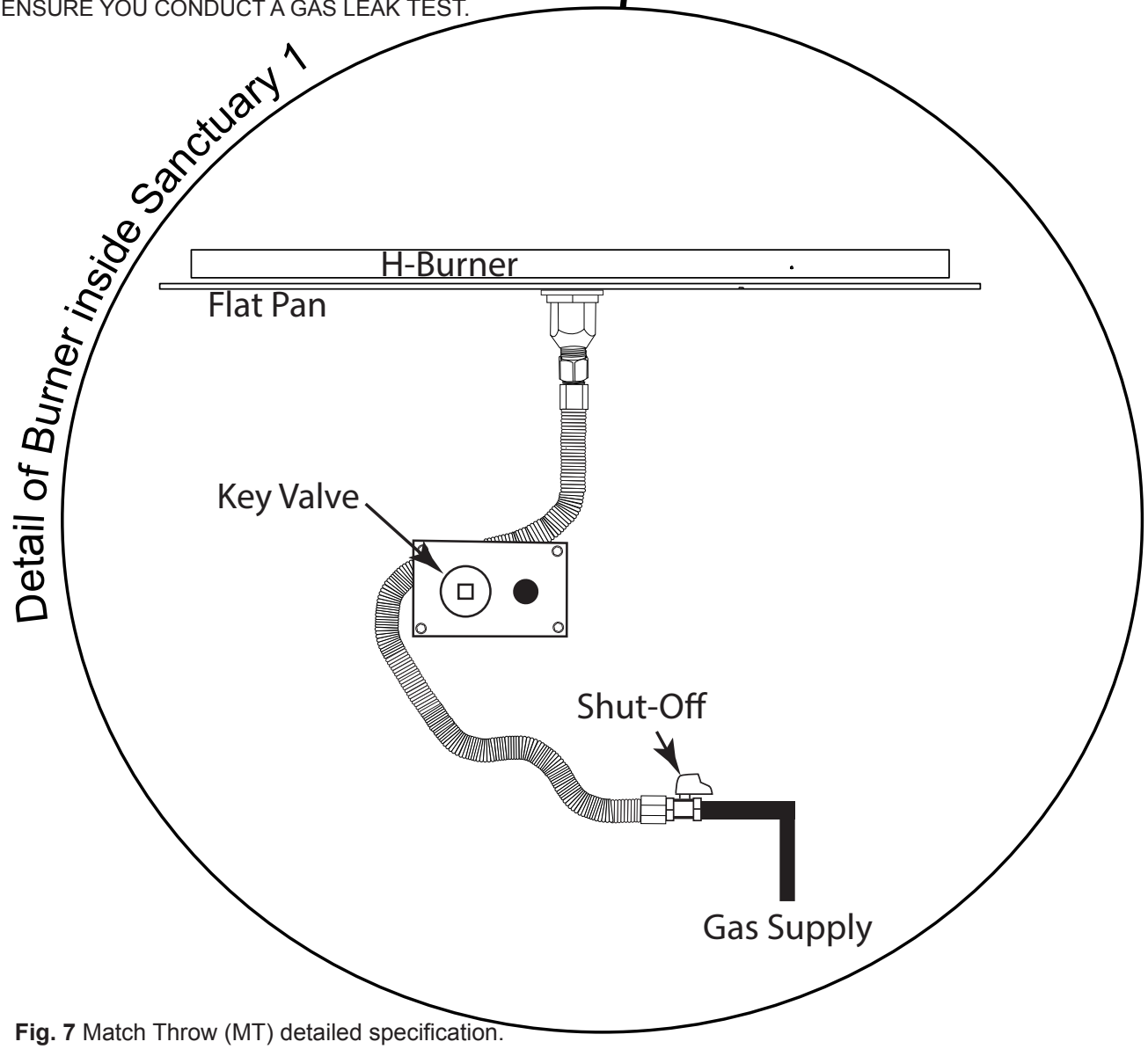


Fig. 7 Match Throw (MT) detailed specification.

MATCH THROW (MT) 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

CAUTION: ENSURE YOU HAVE LEAK TESTED THE FIRE PIT BEFORE OPERATING

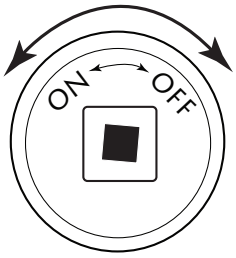


Fig. 8 Key Valve Face

TURNING ON FIRE PIT

1. Insert key into shut-off valve and secure into square end (see Figs 8 - 10).
2. Light a long match or butane lighter and hold it near the burner.
3. Turn the key slowly counter-clockwise in gas valve (until it stops) to allow gas to flow and simultaneously apply the long burning match or Butane lighter as close to the end burner as possible to light the fire pit.
4. Gas should ignite within 10 seconds or less. If fire pit does not light within 10 seconds turn key clockwise to turn **OFF** the gas supply. Ensure there is not too much media on top of the burner that might inhibit gas flow and try again in 5 -minutes.

TURNING OFF FIRE PIT

1. Insert key into shut-off valve and secure into square end.
2. Turn key clockwise until it stops.
3. After cooling off, install cover.

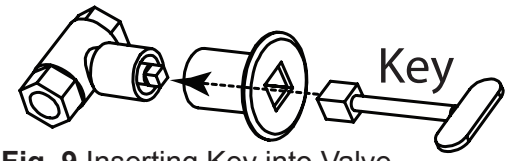


Fig. 9 Inserting Key into Valve

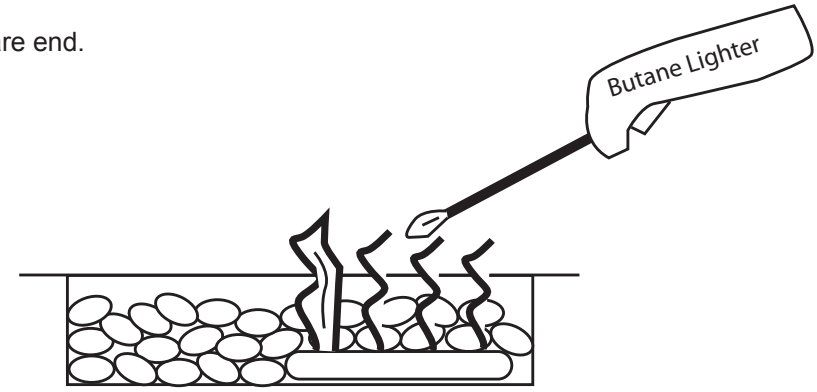


Fig. 10 Lighting fire pit with lighter

Section B

Removing Parts from Carton

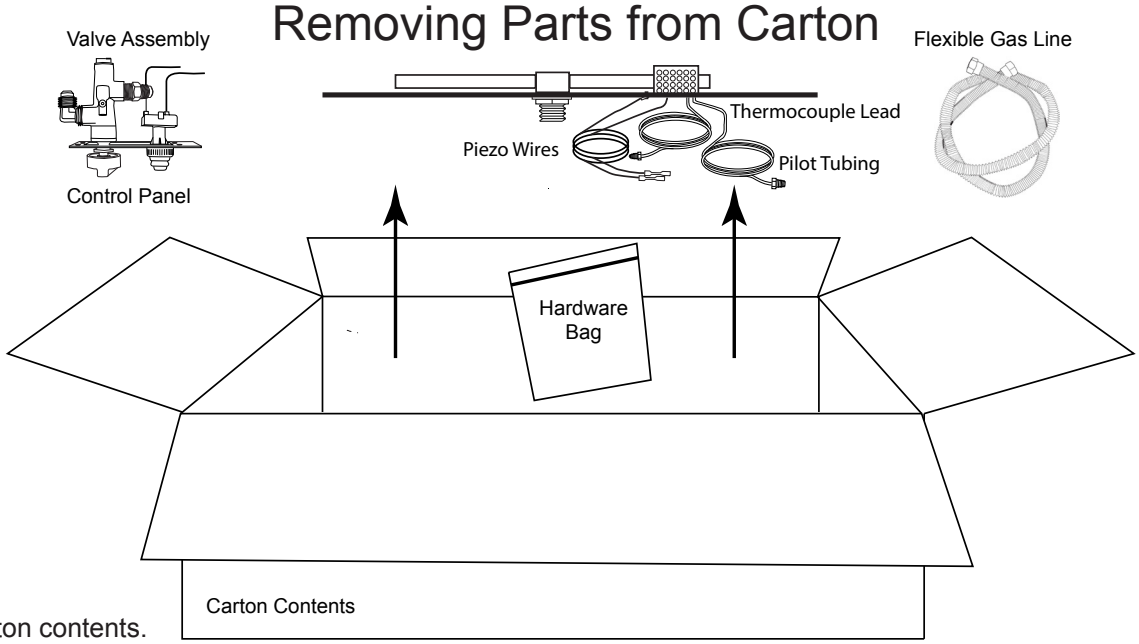


Fig. 11 Carton contents.

This fire pit is comes partially assembled from the factory. The pilot tubing and thermocouple leads are 48" in total length, therefore, when mounting the Gas Valve/Piezo mounting plate, ensure the mounting plate is close enough to make all connections.

Open carton and remove contents. Inspect for any damage or missing parts.

The hardware bag include mounting plate screws, orifice, Piezo wires and flex connector to complete the installation.

Carefully install the fire pit into the prepared enclosure, connect the gas line and wire according to the figure drawings in this manual.

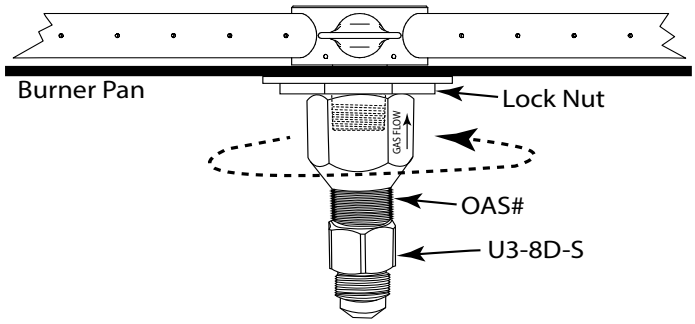


Fig. 5 Installing OAS assembly to spur burner.

INSTALLING BURNER ORIFICE (OAS)

Before the fire pit is installed:

Locate the burner nipple underneath the burner pan. Ensure the nipple on the spur burner has gas rated Teflon tape wrapped around the threads (See Fig. 5)

.

Install the OAS (orifice air shutter) to the nipple of the burning spur in a clock wise manner. Secure into position.

CONTROL PANEL MOUNTING PLATE

The control panel can use the template on the back of this manual for mounting or you can purchase an optional PAVER-CP-MT control plate to mount the control panel. Once you have determined the location of mounting plate install the gas connections and Piezo wires as shown in Fig. 6 and secure all connections.

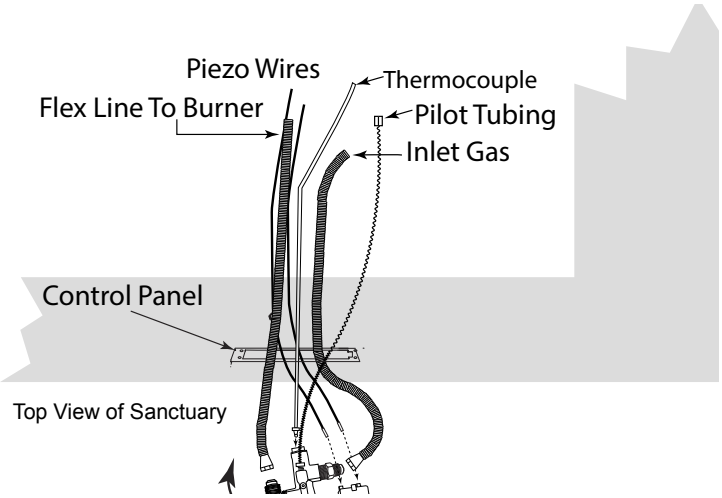


Fig. 6 Installing control panel into PAVER-CP-MT mounting plate.

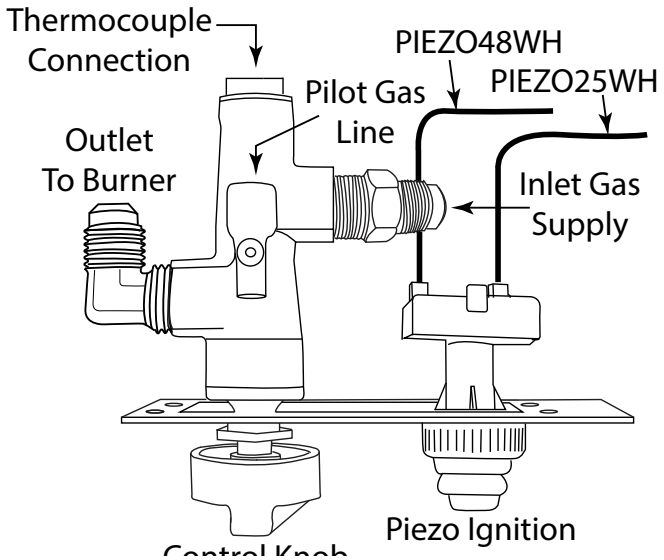


Fig. 7 TPSI control panel mounting plate.

Remove red button cap and install battery into Piezo ignitor module.

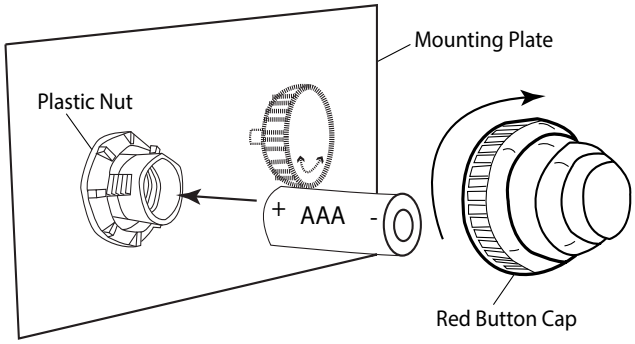


Fig. 8 Installing battery into Piezo.

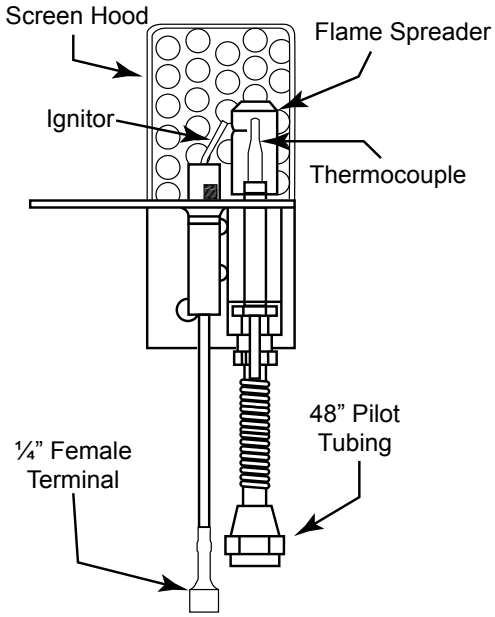


Fig. 9 Show TPSI pilot assembly identification.

PILOT ASSEMBLY

It is important to understand that this is a "standing pilot" system. When placing media around the pilot area ensure the top of the screen hood/cover is open to exhaust the gasses and enable the pilot to operate properly. See Fig. 9.

INSTALLATION OF LAVA ROCK/MEDIA INTO FIRE PIT

Install lava rock/media into the burner pan. Ensure the lava rock is a 1 to 2-inch diameter for proper operation. **Note:** Do not pour Lava Rock directly from bag. It should be placed naturally and NOT packed in tight. Loose fitting is important to ensure robust flames. Be sure rocks are free of any excessive dust. This prevents the burner pan weep holes from being plugged and holding water.

IMPORTANT: **Do not place media directly on top or under the screen cover.** The screen must be free of any debris to ensure proper lighting of burner and good flame sense (See Fig. 10).

Cover the burner completely with media but do not make the depth greater than 1-inch overtop of the burner port-holes.

Do NOT cover the top of the screen hood with any rock or glass. It must be free an any debris to operate properly.

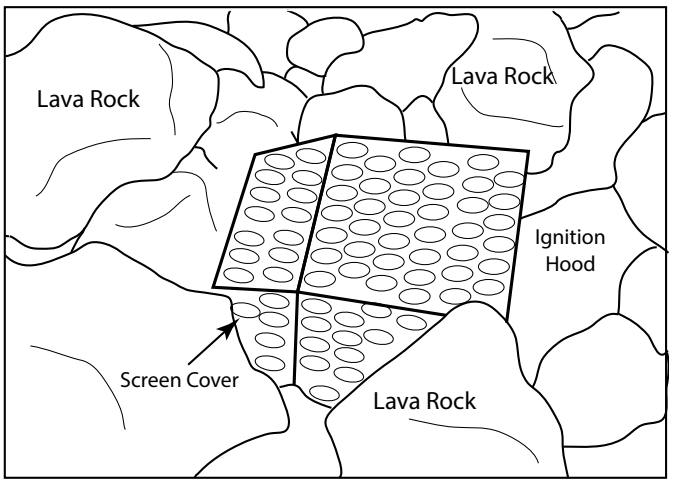
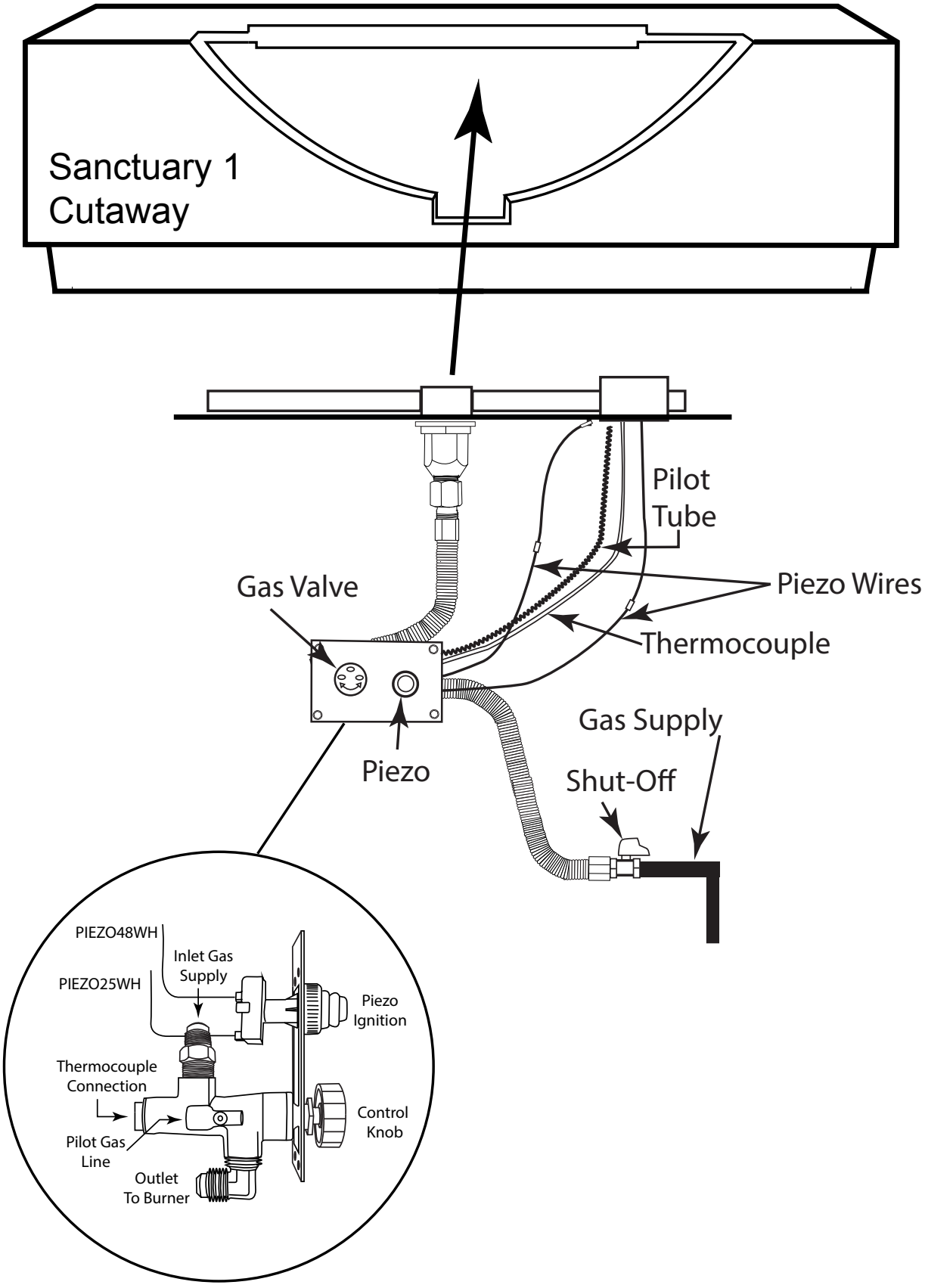


Fig. 10 Keep screen cover exposed


Sanctuary 1
Cutaway
Pilot
Tube
Piezo Wires
Gas Valve
Thermocouple
Gas Supply
Piezo
Shut-Off
PIEZO48WH
PIEZO25WH
Inlet Gas
Supply
Piezo
Ignition
Thermocouple
Connection
Control
Knob
Pilot Gas
Line
Outlet
To Burner

TPSI 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 sever burns if contacted.
2. Do not burn any solid fuels in this appliance.

READ ALL LIGHTING INSTRUCTIONS BEFORE ATTEMPTING TO LIGHT FIRE PIT

CAUTION: **ENSURE YOU HAVE LEAK TESTED THE FIRE PIT BEFORE OPERATING.**

WARNING: Do not stand over fire pit during ignition or operation due to high surface temperatures.

LIGHTING INSTRUCTIONS

TURNING ON FIRE PIT

1. Depress and hold the red Piezo ignitor button and ensure sparking is occurring at the probes inside ignition hood.
2. Rotate control knob on gas valve counter clockwise to the ON position.
3. Depress control knob inward to light the burner.
4. After the pilot lights release the Piezo button but continue to depress the control knob for at least 30 to 60 seconds then release control knob. If fire pit does not light within 30 to 60 seconds, release control knob, turn knob clockwise to turn OFF and wait 5 minutes before trying again. Turn gas supply OFF to check probe spacing and Piezo battery if fire pit does not light.
5. Repeat steps 1-4.

TURNING OFF FIRE PIT

1. Slight push inward on control knob and turn clock wise until it stops. Fire pit will turn OFF.
2. After cooling off install cover.

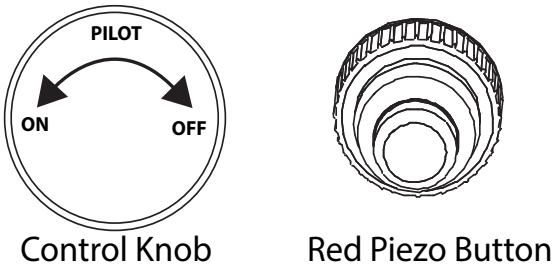


Fig. 12 Control panel with gas valve knob and Piezo.

Section C
All Weather System (AWS) Preparation

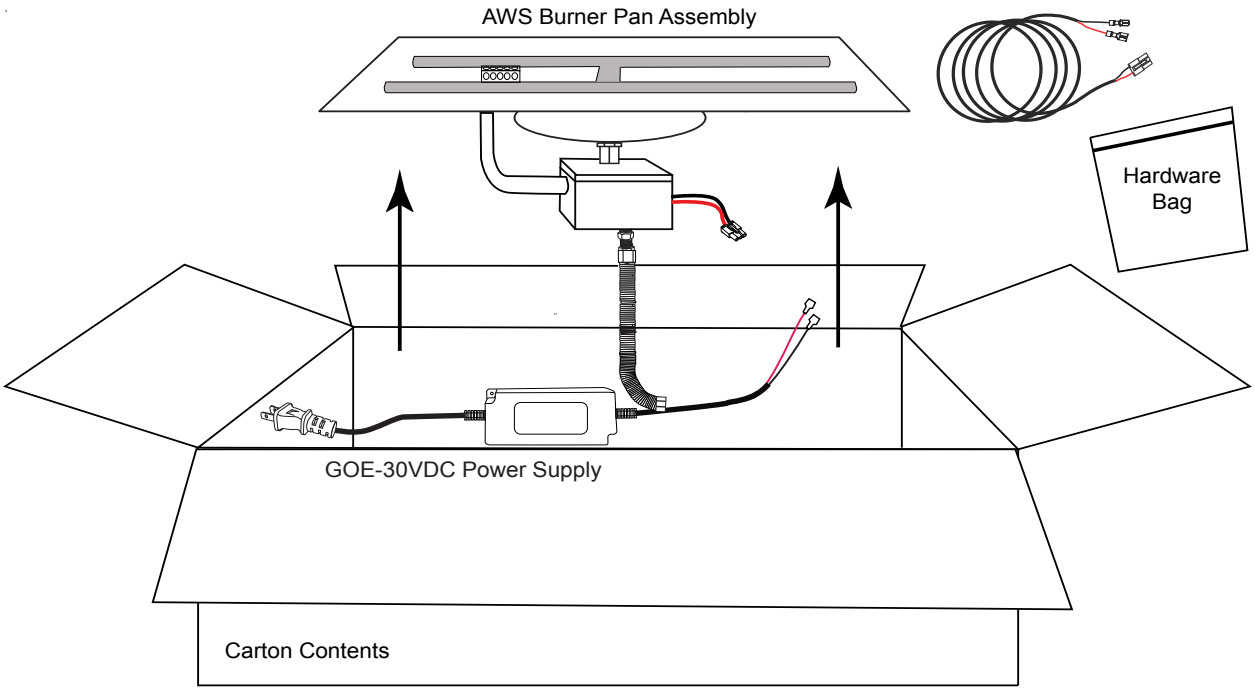


Fig. 17 AWS carton contents.

This fire feature comes partially assembled and requires only minimal time to complete. Gas connections are required after it is installed into the enclosure.

Open carton and remove contents. Inspect for any damage or missing parts. Hardware bag includes mounting plate, key valve, key, wires and screws (not shown) in Fig. 18. **Note:** Check for any gas leaks after gas is connected and turned ON.

The control panel mounts with (4) screws into the side of the enclosure.

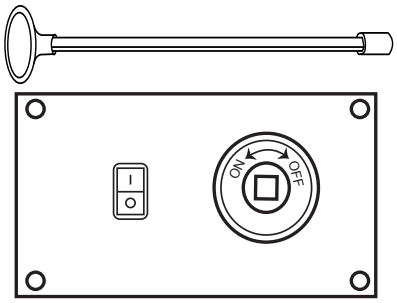


Fig. 18 Hardware bag contents.

The AWS fire pits include a field serviceable (30VDC) commercial grade outdoor electronic system with a maximum gas capacity of 290,000 Btu's. Certified by **Lab Test Certification** for USA and Canada the system meets: ANSI Z21.20-2014 ▪CAN/CSA-C22.2 No. 60730-2-5-14. The system features a built-in safety shut-off in case of flame loss and auto relight.

CAUTION: Use dielectric grease on all wire connections and ¼" connectors to prevent moisture issues from the outdoor environment.

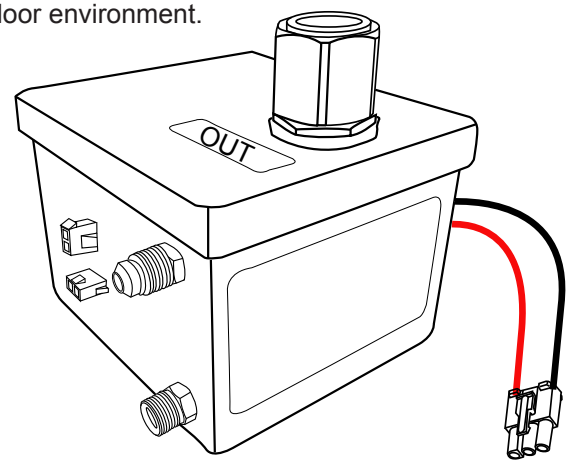
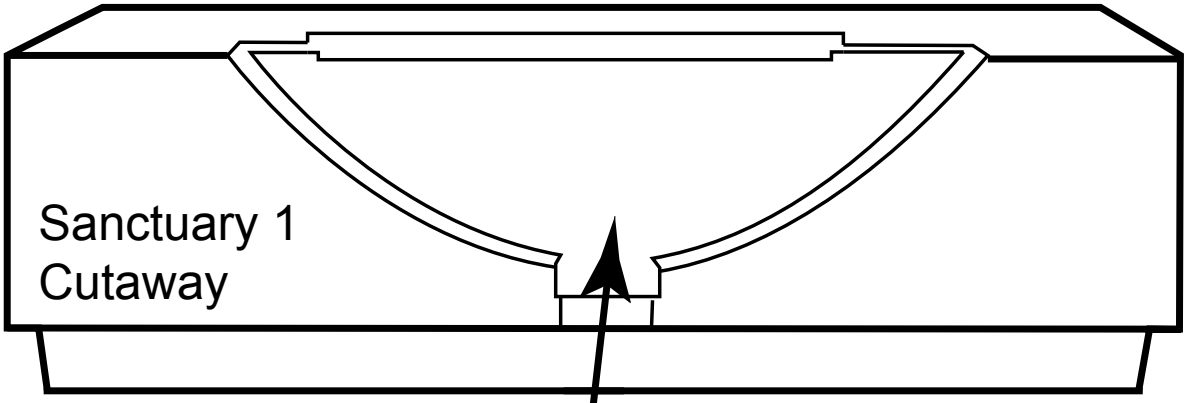


Fig. 18A Shows AWS valve box with 2-pin connectors, brass connections and molex connector.

AWS BURNER PAN PREPARATIONS



When installing the burner pan into the Sanctuary 1 you will need to secure all the connections to the control (panel) mounting plate and the burner pan at the same time.
NOTE: BEFORE PLACING BURNER INTO ENCLOSURE ENSURE YOU CONDUCT A GAS LEAK TEST.

Each ignition system will vary how it installs into the enclosure however, the same basic principals of installing the gas line will apply. Ensure you review the specific section that applies to the model you are installing.

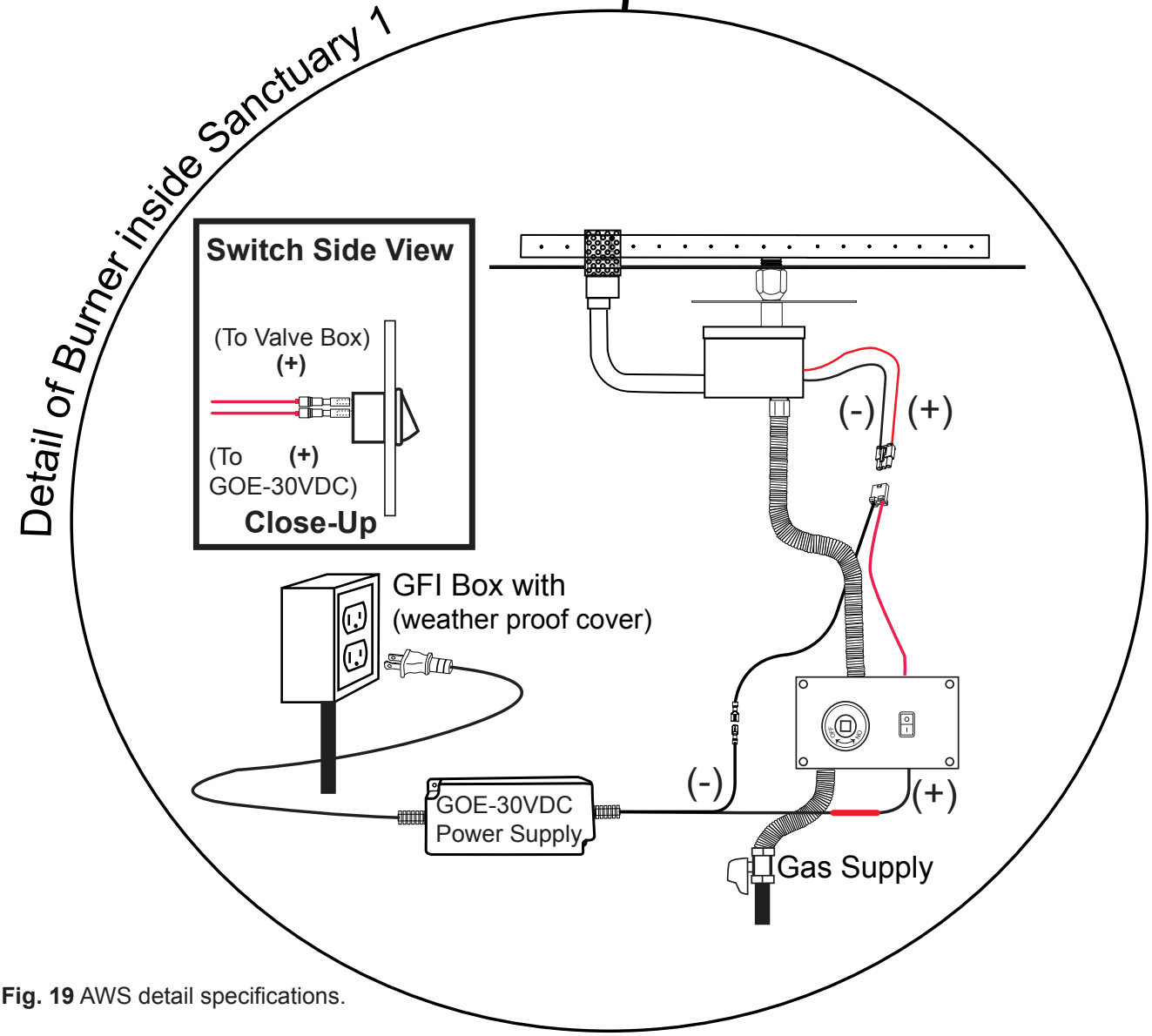


Fig. 19 AWS detail specifications.

ALL WEATHER SYSTEM (AWS) 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 LP 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.

READ ALL LIGHTING INSTRUCTIONS BEFORE ATTEMPTING TO LIGHT FIRE PIT

CAUTION: **ENSURE YOU HAVE LEAK TESTED THE FIRE PIT BEFORE OPERATING.**

WARNING: Do not stand over fire pit during ignition or operation due to high surface temperatures.

LIGHTING INSTRUCTIONS

TURNING ON FIRE PIT/FEATURE

Prior to turning the fire pit ON, visually inspect the fire pit to ensure debris such as leaves or other combustible materials have not collected on top of the fire pit, which could burn and emit embers once the fire pit is turned ON. At the same time, ensure anyone standing close to the fire pit is aware you are turning it ON and steps away, at a safe distance prior to lighting.

The ignition sequence is as follows:

1. Turn the manual key valve to the ON position. See Fig. 19 on page 15.
2. Turn the fire pit ON by pressing the button on the rocker switch. The hot surface igniter will heat up and begin to “glow” within 5-6 seconds.
3. Once the hot surface igniter heats up, the pilot gas valve opens, a “click” is heard, and gas is released to the burner, lighting the fire pit.

The entire ignition sequence ignites within 20 seconds or less. If not, press the OFF button on the rocker switch and wait 5 minutes before trying again.

TURNING OFF FIRE PIT/FEATURE

1. Turn the fire feature OFF by pressing the opposite button on the rocker switch.
2. If you are no longer burning the fire pit until another time, we recommend turning the key valve to OFF position.

INSTALLATION OF MEDIA

This fire feature can use lava rock or glass media to cover the burner pan. See Step 1 to install lava rock or Step 1 to install glass media.

STEP 1. INSTALLATION OF LAVA ROCK INTO BURNER PAN

Install lava rock into the burner pan. Ensure the lava rock is a 1 to 2 inches in diameter for proper operation. **Note:** Do not pour lava rock directly from bag due to the dust that can collect in the bag. It should be placed naturally and NOT packed in tight. Loose fitting is important to ensure robust flames. Be sure rocks are free of any excessive dust. This prevents the burner pan weep holes from being plugged and holding water. **IMPORTANT**: **Do not place lava rock over top or under the pilot hood.** The pilot hood/screen must be free of any media to ensure proper lighting of burner and good flame sense (See Fig. 20).

Cover the burner completely with media but do not make the depth greater than 1-inch overtop of the burner portholes.

Do NOT cover the pilot hood/screen with any rock or glass. It must be free an any media to operate properly.

STEP 2. INSTALLATION OF GLASS MEDIA INTO BURNER PAN

Install glass media (Fireglass) into the burner pan. Ensure the media is ½" to ¾" in size. Carefully pour it into the burner pan. Cover the burner completely with media but do not make the depth greater than 1-inch overtop of the burner port holes. **IMPORTANT**: **Do not place media over top or under the pilot hood.** The pilot hood/screen must be free of any media to ensure proper lighting of burner and good flame sense (See Fig. 20).

Do NOT cover the pilot hood/screen with any glass. It must be free an any debris to operate properly.

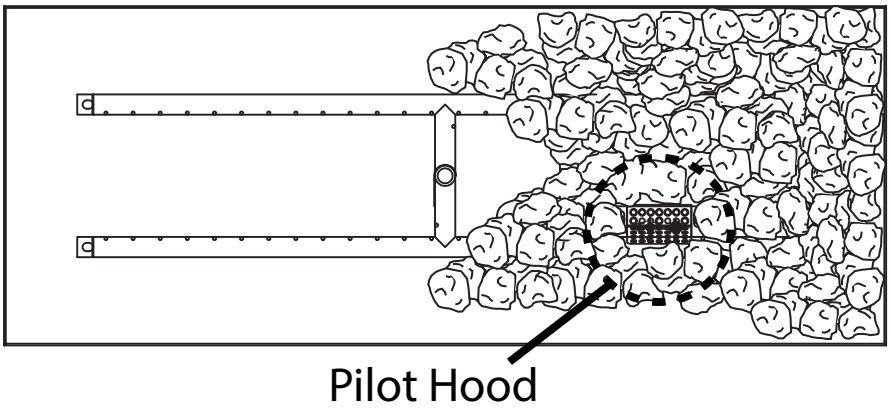
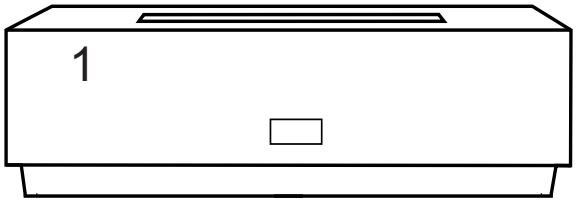
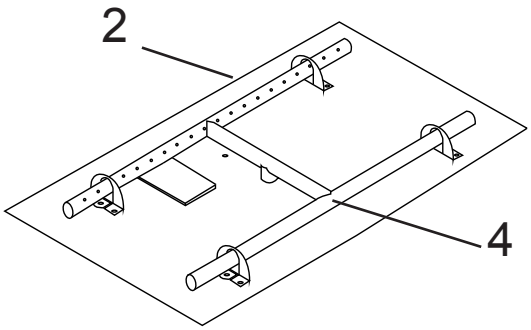


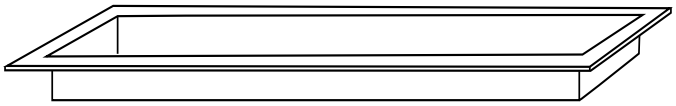
Fig. 20 Proper media placement not covering pilot hood shown in dotted area.

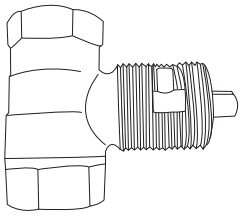
Note: Cover the entire area of the burner pan with media to hide the H-burner, if so desired. Remember not to cover the burner tube greater than 1" of media and never obstruct the pilot hood.

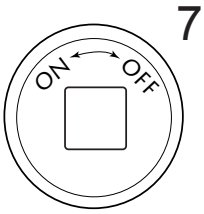
SANCTUARY 1 REPLACEMENT PARTS

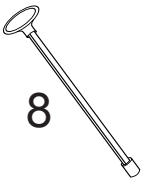


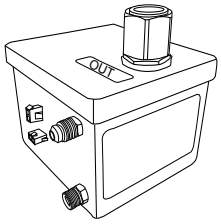


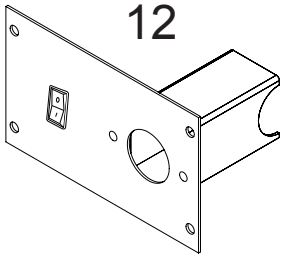


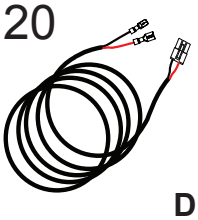


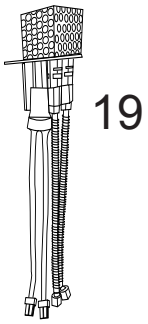




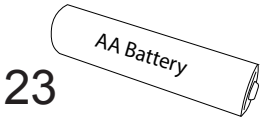


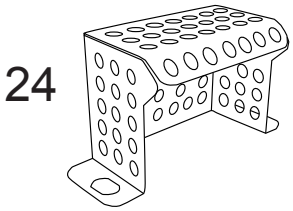


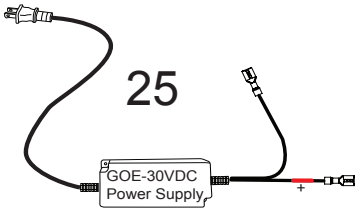


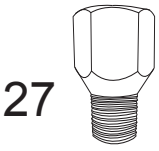


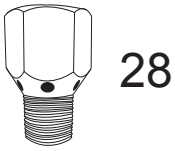
Drawings No to Scale











SANCTUARY 1 REPLACEMENT PARTS LIST

Item	Description	Qty.	Part Number	MT	TMS	AWS
1	Sanctuary 1 Fire Feature (56” x 38” x 16” rectangular enclosure)	1	SANCTUARY1	X	X	X
2	Flat Burner Pan (32¾" x 12¾")	1	78175	X	X	X
3	Drop in Burner Pan (30" x 10")	1	78056			X
4	H-Burner (27" x 6")	1	10616	X	X	X
5	5½” x 3” TMSI cover plate (not shown)	1	PLATE-TFS		X	
6	Key Valve (high capacity ½” ball valve)	1	BVL2S	X		X
7	Chrome Flange (used with key valve)	1	CRV-BLV2CP	X		X
8	12-inch Chrome Plated Key	1	KEY-PC-12	X		X
9	Weatherproof Rocker Switch (not shown)	1	WP-SWITCH			X
10	½” Flare to ½” MIP Fitting (not shown)	1	U1-8S-S			X
11	Ignition Control Box	1	FG-ICB			X
12	Control Panel (Stainless steel face plate)	1	78130		X	
13	Gas Control Knob - Copreci Gas Valve (not shown)	1	ST3-050-1024		X	
14	Copreci Gas Valve (not shown)	1	ST3-080-1009		X	
15	Mounting Nut for Copreci Valve (not shown)	1	ST3-110-1005		X	
16	Manual Spark Piezo Ignitor Module (not shown)	1	3042-RB		X	
17	23" Piezo Extension Wire (not shown)	1	PIEZO23WH		X	
18	48" Piezo Extension Wire (not shown)	1	PIEZO48WH		X	
19	Pilot Burner Assembly - Natural Gas	1	FG-PBA			X
19A	Pilot Burner Assembly - Propane Gas		78106			
20	Power Wire to Gas Valve	1	10626			X
21	½” Stainless Steel Flex Line 46” long	1	T200-9898-46	X	X	X
22	#8-18 x ½” Stainless Hex Screw (used with mounting plate)	4	SAN-CP-SCREWS	X	X	X
23	AA battery	1	BATTAA		X	
24	Pilot Hood	1	FG-IGNITION-HOOD		X	
25	30VDC Transformer	1	GOE-30VDC			X
26	Thermocouple/Rainshield Replacement Kit (not shown)	1	TMSI-TC-ASSEMBLY		X	
27	Main Burner Orifice - Natural Gas	1	OAS-NG29	X	X	X
28	Main Burner Orifice - Liquid Propane	1	OAS-NG41	X	X	X
29	Control Panel Face Plate	1	PLATE-MT	X		
30	Control Panel Face Plate	1	PLATE-AWS			X

BURNER MAINTENANCE

1. These fire features 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 feature is dangerous and voids all warranties.
4. During winter months in cold climates and various seasons operation of the fire feature may be affected by weather conditions. It is recommended to use a cover/lid overtop of your fire feature to protect it from humid/rainy weather conditions when not in use. Heavy rains/downpours could affect the fire feature operation if not covered; if this occurs, ensure you allow the fire feature time to dry out before attempting to operate. **NOTE**: If a combustible type cover is used over the fire feature when not in use, be sure to remove it before operation to prevent a severe safety hazard.
5. 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.
6. It is imperative to keep the control panel and burner and vent air passages clean and free.
7. Periodically, check the hose connecting the Propane gas tank to ensure it is not cracked or damaged in any way.
8. Inspect and clean burners periodically checking for spiders and insects that can nest and block burners or airflow to the enclosure.
9. When the fire feature is not in use, turn OFF the gas supply at the source.

GFRC MAINTENANCE

- To care for your GFRC (Glass Fiber Reinforced Concrete) product, please utilize careful judgment. It is a durable and forgiving material, but that does not mean you can expose it to harsh chemicals or mechanical cleaning methods which could damage the outer finish. Instead, we recommend you use a soft brush with natural or synthetic bristles, utilizing very light pressure and water to clean the concrete items.

- Concrete by nature, is a porous material and therefore, susceptible to staining. In addition, over time it will age, sometimes changing the color just as the common household driveway will. Sealing of products is always recommended to protect the original appearance. Our products are sealed prior to shipment but the continued care and resealing of the product will be needed every 4-5 years to protect the appearance.

- With a concrete sealant, your concrete will look great and natural for many occasions. Prolonged contact with overly acidic, heavily pigmented or alkali substances should be avoided. We recommend cleaning any spills as quickly as possible. Take caution against use of caustic acids to clean or resurface concrete products. Such caustic acids have historically been used to clean pools, sidewalks or other porous concrete surfaces. These acids will etch the surface and change the structure of the concrete at the surface level. Our concrete is made to have a denser and cleaner look; such etching from caustic acids will change that clean, smooth finish.

- **DO NOT USE HARSH ABRASIVE CLEANERS, ACIDS, PIGMENTED CLEANERS OF ALKALI SUBSTANCES ON CONCRETE PRODUCTS.** While for many applications it MAY be safe to use muriatic acid/hydrochloric acid or sulfuric acid, or other strong chemicals to clean concrete, DO NOT use these cleaners to clean the items we sell made from reinforced concrete. This WILL damage the beautiful finish on the outside of the concrete. Such chemical cleaners are not applicable for use on this type of material.

- Additionally, we do not recommend using high-pressure cleaning, as this could remove the sealed finish. Using a garden hose will be enough pressure to clean the concrete. For normal spills, a quick wipe up and gentle “scrub” with a cotton cloth or similar, should be enough to clean. For stains, which contain dark colors or have been sitting for an extended period of time, you can use a mild soap. Under extreme cleaning needs, you can use a standard mild household chlorine bleach, available in most retail stores, diluted to a very weak mixture of about 1/4 cup bleach to 1 gallon of water. Use this mixture over the entire surface you wish to clean, to ensure even cleaning. Only do this as a last resort as it could change the appearance of the product.

- Please also note that fissures (hairline cracks) can appear on the surface due to age and/or exposure to the atmospheric conditions. These commonly don’t have an effect on durability and do not compromise the structural integrity of the product.

MT TROUBLE SHOOTING

Symptom	Remedy
Fire pit won't light	1. Bleed gas line. 2. Ensure all gas supply lines are turned ON. 3. Ensure there is not too much media overtop of burner; it can inhibit gas from flowing. 4. Check gas pressure.
Low flame	1. Ensure the base media is at least 1 to 2-inches in diameter and top media is no more than 1-inch over top of burner. 2. Ensure all shut-off valves and key valve is fully open. See page 9; Fig 7. 3. Check for spider webs inside the main burner orifice. 4. Check gas pressure.
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.

TMSI TROUBLE SHOOTING

Symptom	Remedy
Fire pit won't light	1. Bleed gas line. 3. Ensure all gas supply lines are turned ON. 4. Ensure there is not too much media overtop of burner; it can inhibit gas from flowing.
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. 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. STOP - TURN OFF GAS SUPPLY: Check for loose fittings and gas leaks. 2. Check media to ensure it is not too tightly packed around the burner tube. 3. Ensure a non-whistling flex connector is being used.
Fire pit won't stay lit	1. Check alignment, ensure of thermocouple is over notch of rainshield. 2. Ensure thermocouple is not screwed too tight into gas valve. It should be finger tight plus a quarter turn with a wrench. 3. Ensure thermocouple is clean and free of any debris. Excessive soot can be an issue.

Sequence of Operation

Fire Feature Turned ON

↓

First Pilot with Hot Surface Igniter Heats Up and Glows (5-6 seconds)

↓

Secondary Pilot Opens; "Click" is Heard; Gas is Released to Burner

↓

Fire Feature is Lit Until Turned OFF

The system is designed to relight itself if blown out. It will try (3) times to relight before it goes into a "hard" lock out. Then it must be turned OFF and back ON to reset it .

START UP ISSUES

1. Turned the Fire Feature ON... but nothing happens.

- **No Power** - Check for power at the fire feature(s). Confirm proper power is being supplied to the system. 30VDC from power supply to valve and 120VAC volts where power supply is plugged into.
- **Defective Controller** - If for some reason someone connected 120VAC power directly to the gas valve, the controller inside the valve box will be damaged. It this happens, a burned electrical smell might be present.

2. Glow Plug does not glow.

- **Connector Not Plugged In Correctly** - Check the 2-Pin connector from pilot to the gas valve, Ensure it is plugged into place with the locking latch.
- **Pins Not Secure** - Check the pins inside the 2-pin connector, ensure they are not loose. If loose push them back in until tight and try system again.
- **Possible Defective Igniter** - Unplug the igniter and check resistance across the two pins inside the plastic housing coming from the pilot assembly. Use a multi-meter to check resistance. No resistance or resistance greater than 8 ohms indicates a defective igniter. Page 14, Fig. 18A valve reference shows the gas valve 2-pin connections for testing.

3. Glow Plug Glows, But Does Not Ignite the Gas

- **Insufficient Power** - If the glow plug is not getting enough power, it will not get ignite the gas.
- **Thin Wire** - The recommended minimum wire gauge is 12AWG . If wire is less than 12-gauge there may not be enough power to get the igniter hot enough.
- **No Gas** - Was the gas line purged of air. If gas line was not bled, it may take a while before the gas gets to the fire feature.
- **Manual Shut Off Valve** - Is the manual shut-off or key valve open?
- **Debris** - Debris can get trapped inside the screen of the gas valve. Excessive amounts of pipe dope or Teflon tape can restrict gas flow.
- **Debris in Pilot Burner** - New gas lines, until bled, have air and will have some debris. Ensure gas is turned OFF and electrical is unplugged. Remove the two brass fitting from the gas valve, then use “canned air” to blow through the pilot outlets.
- **Wrong Pilot Orifice** - If the wrong pilot orifice is installed into the primary pilot it will not light.
- **Oxygen Starvation** - To ignite gas we need oxygen, fuel and a heat source. If the pilot assembly is buried underneath the glass media or lava rock it will not allow the pilot to light.
- **Weak Igniter** - In some cases, from the manufacturer’s glow plug will have slight difference in assembly which can cause some igniter’s burn hotter than others. These are tested before they are sent to customers but sometimes a weak one can get out. If this occurs, the symptom will always be the same - inconsistent or no ignition at all. In this case, replace the pilot burner.

4. Pilot Lights, But No Flame to the Main Burner

- **Valve Box Installed Backwards -** Check the label on the gas valve box and ensure the burner is connected to the OUTLET side of the gas valve box.
- **Thermopile Pins Not Secure** - Check the pins in the pilot burner connector, remove it from the gas valve and check for loose pins. If loose, push inward until tight and try again. If this happens, the glow plug will stay ON for up to 30 seconds before turning OFF. It normally shuts off in about 5 seconds.
- **Defective Thermopile** - Thermopiles rarely go bad however, if a product is used consistently for extended periods of time a thermopile can get too hot (like a blow torch) and eventually cause it to swell. Simply loosen the thermopile from the pilot assembly and slide it out. If it will not slide out because it is too tight, then it will need to be replaced.
- **Debris** - Debris can get trapped inside the screen of the gas valve. Over time rust and other debris can restrict the gas flow on the Outlet screen of the valve that can partially or sometimes even stop the flow. Inspect the screen, remove it and clean it then replace it.
- **Defective Controller or Main Gas Valve** - If you have inspected the thermopile connections and no debris is on the controller or gas valve; checked the power, then the gas valve or controller may be defective and will need replaced.

5. Fire Features Lights... Turns OFF Within A Few Seconds... and Restarts Again (Keeps repeating this sequence)

- **Gas Volume Insufficient -** When initially turning ON the fire feature, pilot is lit and there is enough gas for the pilot to light, however once main gas valve is turned ON, the flow of gas to pilot drops not providing enough gas to keep the thermopile hot enough, therefore the pilot will drop out and relight. This is usually caused by insufficient Gas Volume and can be caused by installing gas pipe too small to deliver proper amount of gas or by installing a Manual Gas Shutoff (Ball valve or Key Valve) with a capacity that is too small to allow enough gas to pass through to the feature.
- **Main Burner Orifice Not Installed** - Ensure the correct orifice is being used. If using LP gas it should have vent holes, Natural gas does not. The orifice/air mixer restricts the amount of gas flowing to the Main Burner. This restriction ensures that not ALL the gas will flow to the Main Burner, so there is still enough gas left for Pilot Burner.
- **Oxygen Starvation** - to ignite gas we need oxygen, fuel and a heat source. If the pilot assembly is buried underneath the glass media or lava rock it will not allow the pilot to light.
- **Defective Thermopile** - See Symptom 4 above for Defective Thermopile.
- **Defective Controller** – If your plumbing is supplying enough gas, the Main Burner orifice is installed, the Pilot Burner is getting plenty of air and the Thermopile is not defective the only thing left is a Defective Controller inside the valve box. If you have a Defective Controller the only way to fix it is to replace it.

6. Fire Feature Cycles (Turns On and Off) Every Few Minutes

- **Gas Volume Insufficient** – See symptom 5 page 23 for “Gas Volume Insufficient” for detailed explanation.
- **Oxygen Starvation (Pilot Burner)** – See symptom 5 page 23 for “Oxygen Starvation” for detailed explanation.
- **Defective Thermopile** – See symptom 4 page 23 for “Defective Thermopile” for detailed explanation
- **Defective Controller** – See symptom 5 page 23 for “Defective Controller” for detailed explanation

7. Main Burner Flame Lazy/Small or Flame NOT Spread Out Over Entire Burner

- **Gas Volume Insufficient** – See symptom 5, page 23 for “Gas Volume Insufficient” for detailed explanation
- **Debris On Inlet Screen; Valve Box** – See symptom 3, symptom 4, page 23 for “Debris on inlet screen for detailed explanation
- **Debris On Outlet Screen; Valve Box** – See symptom 4, page 23 for “Debris on Outlet Screen for detailed explanation.
- **Obstruction In Plumbing Between Gas Valve Outlet and Main Burner** – If your plumbing was sized correctly to deliver the proper amount of gas and the screens in the valve box are clean, inspect the plumbing between the valve and the burner for obstructions. Also, inspect inside the burner inlet to ensure no obstructions in there as well.

8. Main Burner Flame “Flares Up” Every Few Minutes

- **Fire glass/Media Layer too Thick** – Fire glass/media comes in different sizes. Use only ½” - ¾” diameter. If you put a thick layer of fire glass/media on top the burner, over 1” in depth; there is a good chance some of the gas will get “trapped” within the media while the feature is ON. When this happens, the trapped gas in the fire feature ignites and you see the “*Flare Up*” effect. Remove some of the fire glass/media from the burner to see if this fixes the problem.
- **Gas Leak** – Natural Gas is lighter than air therefore when released into the atmosphere it rises. If you have a Natural Gas fire feature and there is a gas leak the Natural Gas will rise to the top of the feature. Once it encounters the flame a flare up will occur. Propane is heavier than air so if there is a gas leak when using propane the gas will fall into the bottom of the feature. That is why it is REQUIRED drainage/ventilation be installed at the bottom of the feature when using Propane. You do NOT want Propane accumulating inside the fire feature.

SHUTDOWN ISSUES

9. Turn the Feature OFF…but a Small Flame Continues to Burn in the Pilot Burner

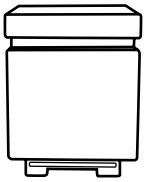
- **Leak in the Pilot Burner Gas Valve** – When debris enters the gas valve by way of either the Inlet or outlet there is a chance some of that debris will enter the Pilot Burner Gas Valve and contaminate the seal inside the valve. If this occurs, the possibility exists the valve will not seal properly when turned **OFF** thereby allowing a small amount of gas to flow even after turned OFF. Often this will result in a small flame that continues to burn in the Pilot Burner after the feature has been turned OFF.

10. Turn the Feature OFF…But Small Flames Continue to Burn Out the Main Burner

- **Leak in the Main Burner Gas Valve** - when debris enters the gas valve by way of either the Inlet or Outlet there is a chance some of that debris will enter the Main Burner Gas Valve and contaminate the seal inside the valve. If this occurs the possibility exists the valve will not seal properly when turned off thereby allowing a small amount of gas to flow even after turned off. Often this will result in a small flame that continues to burn on the Main Burner after the feature has been turned OFF.

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.

LP Gas Regulator Gas regulator for LP gas installations. Rated @ 100,000 Btu's. **Model:** FG-LPRK *Flexible Gas Line* ⅜" x 12' Quick disconnect flex gas line. Rated at 80,000 Btu's. Used with FG-LPRK **Model:** FG-12QDK *Flexible Gas Line* ½" x 12' Quick disconnect flex gas line. Rated at 160,000 Btu's. Used with FG-LPRK **Model:** FG-12QDK-2	*Media* *Lava Stones* 1" to 2" size. (50lbs.) **Models**: FG-LS50 *Lava Rock* 1" to 2" size. **Models:** FG-LAVA-10 (jug) FG-LAVA-40 (1-Cubic Foot) See catalog for variety of glass media in various colors. *LP Tank Enclosure* 20" x 21½" tall concrete enclosure to hide 20# LP tank. Has removable lid. Can be used as an end table. Weighs 141lbs. **Model:** SANCTUARY-LPTE 	*E-Stop* Mechanical gas timer valve with emergency shut-off. **Model:** ESTOP1-0H 1hr. timer *Shut-Off Valves* **Model:** 01-387 ⅜" OD Flare x ½" FIP **Model:** 01-487 ½" OD Flare x ½" FIP **Model:** 01-266 ⅜" OD Flare x ⅜" OD Flare **Model:** 01-288 ½" OD Flare x ½" OD Flare

NOTE: See the Firegear catalog for other accessories also available.

FOR TECHNICAL SERVICE, CALL:

Firegear Outdoors, an Earthcore Industries Brand
1600 Riverfork Drive
Huntington, IN 46750
260-388-5653
techsupport@firegearoutdoors.com

Manual changes often occur, ensure to check the Firegear website for any recent updates and warranty information.

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:

ALL WARRANTIES WITHIN THIS DOCUMENT ONLY APPLY TO PRODUCTS MANUFACTURED AFTER | 01 / 01 / 2026

BURNER SYSTEMS I BURNERS I COMPONENTS I ACCESSORIES TYPE OF PRODUCT	CONSUMER APPLICATIONS	COMMERCIAL APPLICATIONS
Construction and Manufacturer Defects	Lifetime Warranty	2 Year Warranty
Stainless Steel Burners and Pans	Lifetime Warranty	2 Year Warranty
Pro Series Burners	Lifetime Warranty	2 Year Warranty
Gas Valve, Spark Igniter, and Pilot Assemblies	5 Year Warranty	2 Year Warranty
AWS Electronic Ignition Systems (12 VAC, 24 VAC, 30 VAC)	3 Year Warranty	1 Year Warranty
TPSI Electronic Components	5 Year Warranty	2 Year Warranty
MT Components (Key Valve)	5 Year Warranty	2 Year Warranty
Refractory Gas Log Sets	5 Year Warranty	2 Year Warranty
Skytech Manufactured Optional Controls	2 Year Warranty	1 Year Warranty

OUTDOOR FIREPLACE I KALEA BAY TYPE OF PRODUCT	CONSUMER APPLICATIONS	COMMERCIAL APPLICATIONS
Construction and Manufacturer Defects	Lifetime Warranty	Lifetime Warranty
Stainless Steel Components	Lifetime Warranty	Lifetime Warranty
Gas Valve, pilot Assembly, Power Supply, and Controls	5 Year Warranty	2 Year Warranty
Skytech Manufactured Optional Controls	5 Year Warranty	2 Year Warranty

SANCTUARY SERES - GFRC FIRE FEATURES TYPE OF PRODUCT	CONSUMER APPLICATIONS	COMMERCIAL APPLICATIONS
GFRC Structure	* 3 Year Warranty	* 3 Year Warranty
* The warranty covers manufacturing defects or structural failure. Small stress cracks and surface crazing are a natural occurrence in GFRC products and are not covered within this warranty. Discoloration over time is a natural process and is not covered by this warranty		
Burner System	** Refer to Burner System	** Refer to Burner System
** Please refer to your burner system warranty for more information about your warranty.		

ACCESSORIES TYPE OF PRODUCT	CONSUMER APPLICATIONS	COMMERCIAL APPLICATIONS
Construction and Manufacturer Defects	Lifetime Warranty	Lifetime Warranty
Stainless Steel Components (Lids, Stainless Steel Covers)	Lifetime Warranty	Lifetime Warranty
ESTOP1-0H, Windshields, Hoses & Regulators	1 Year Warranty	1 Year Warranty

For additional details, please refer to the products installation manual

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 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 Outdoors 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 Outdoors 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. Coastal, 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 in duration 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
Firegear Outdoors
1600 Riverfork Dr. East
Huntington, IN 46750

www.firegearoutdoors.com

NOTES:

Having problems getting the fire pit to operate? Don't leave the job site! We want to help! Call 260-355-5577 for Technical Support between the hours of 8:30AM to 4:30PM

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.