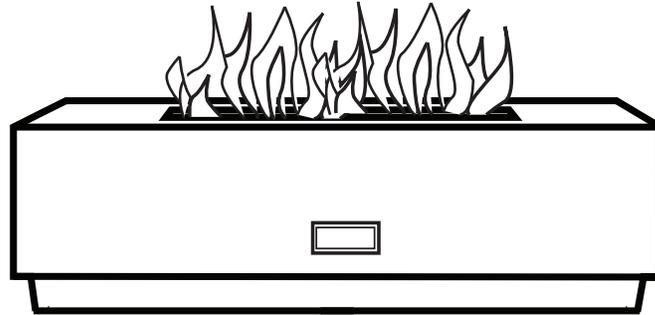




DO NOT DISCARD. THIS MANUAL HAS IMPORTANT OPERATING AND MAINTENANCE INSTRUCTIONS. LEAVE WITH THE HOMEOWNER.

MODEL:

SERIAL #:



Models	Description
SAN1-30LH- *-AR	Sanctuary 1 uses 30" Flat Linear Pan in <i>Artic (White)</i>
SAN1-30LH- *-CH	Sanctuary 1 uses 30" Flat Linear Pan in <i>Chocolate (Dark Brown)</i>
SAN1-30LH- *-RA	Sanctuary 1 uses 30" Flat Linear Pan in <i>Raven (Black)</i>
SAN1-30LH- *-SL	Sanctuary 1 uses 30" Flat Linear Pan in <i>Slate (Grey)</i>
SAN176- *-AR	Sanctuary 176 uses 51" Flat Linear Pan in <i>Artic (White)</i>
SAN176- *-CH	Sanctuary 176 uses 51" Flat Linear Pan in <i>Chocolate (Dark Brown)</i>
SAN176- *-RA	Sanctuary 176 uses 51" Flat Linear Pan in <i>Raven (Black)</i>
SAN176- *-SL	Sanctuary 176 uses 51" Flat Linear Pan in <i>Slate (Grey)</i>

* Denotes Ignition Type: Match Throw (MT), Thermopile Couple Pilot Ignition (TPSI) , All Weather System (AWS)

Sanctuary 1 & Sanctuary1-76 Fire Features 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



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.

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

 <p>DANGER</p> <p>FIRE OR EXPLOSION HAZARD</p> <p>If you smell gas:</p> <ol style="list-style-type: none"> 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.
--

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

<p>WARNING</p> <p>Do not leave unattended during use. Do not use for cooking. Follow all gas leak procedures in this manual prior to operation.</p>
--

 <p>WARNING</p> <p>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.</p>
--

<p>WARNING</p> <p>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.</p> <p>FOR YOUR SAFETY</p> <p>Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or other appliances.</p>

 <p>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</p>



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 1 SPECIFICATIONS

Models: Natural Gas P = Propane Gas	Enclosure Overall Size	Enclosure Inside Width	Burnerpan Dimensions	Inside Depth	Weight (without burner)
SAN1-30LHTPSI-AR SAN1-30LHTPSI-AR-P	56" x 38" x 16"	33½" x 13½"	32¾" x 12¾"	2½"	350 LBS.
SAN1-30LHTPSI-CH SAN1-30LHTPSI-CH-P	56" x 38" x 16"	33½" x 13½"	32¾" x 12¾"	2½"	350 LBS.
SAN1-30LHTPSI-RA SAN1-30LHTPSI-RA-P	56" x 38" x 16"	33½" x 13½"	32¾" x 12¾"	2½"	350 LBS.
SAN1-30LHTPSI-SL SAN1-30LHTPSI-SL-P	56" x 38" x 16"	33½" x 13½"	32¾" x 12¾"	2½"	350 LBS.

Table 1 Sanctuary 1 Specifications

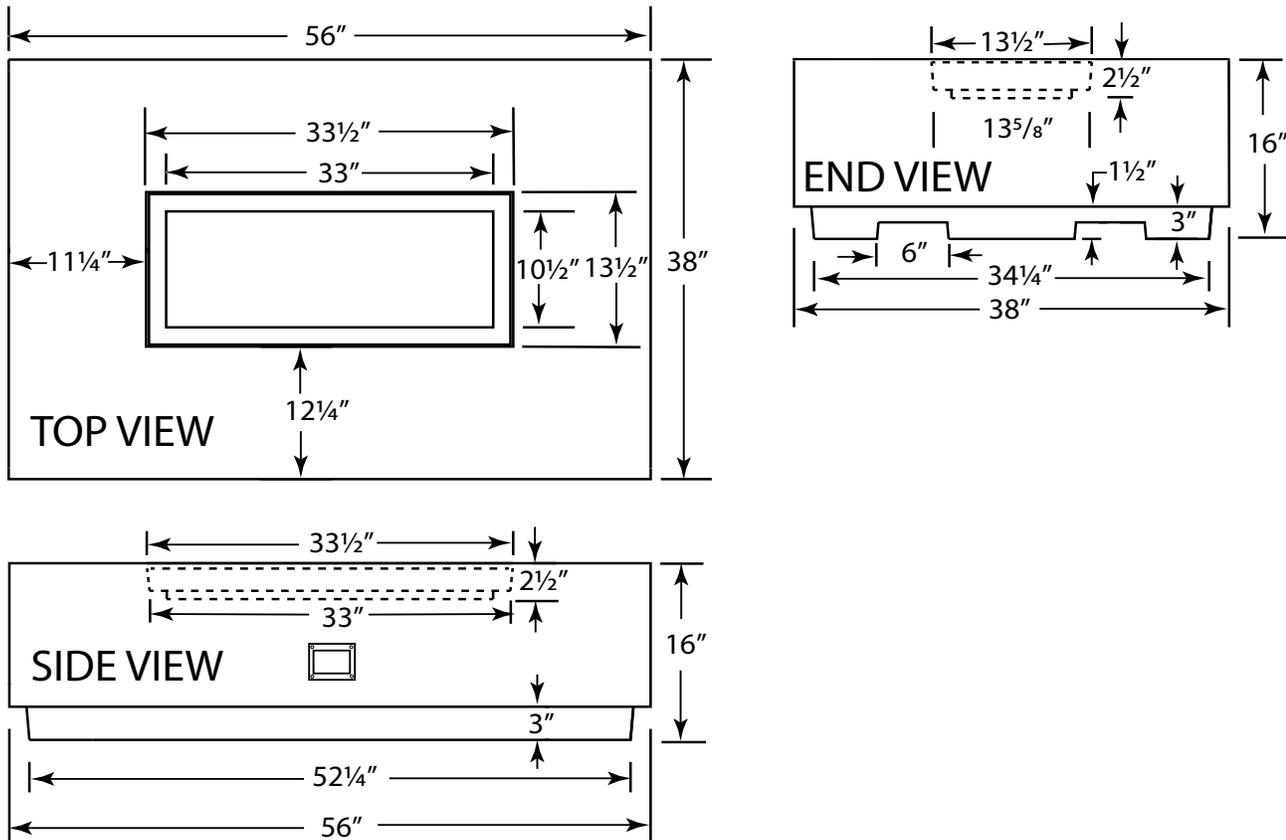


Fig. 1 Sanctuary 1 Dimensions

Use the following manuals listed below for installation reference:

1. Refer to manual 90319 for Match Throw Ignition (MT) flat pan fire pit burners.
2. Refer to manual 90322 for Thermocouple Piloted Safety Igniton (TPSI) flat pan fire pit burners.
3. Refer to manal 90325 for All Weather Safety Ignition (AWS) flat pan fire pit burners.



SANCTUARY 176 SPECIFICATIONS

Models: N = Natural Gas P = Propane Gas	Enclosure Overall Size	Enclosure Inside Width	Burnerpan Dimensions	Inside Depth	Weight (without burner)
SAN1-76TPSI-N-AR SAN1-76TPSI-P-AR	76" x 38" x 16"	51½" x 13½"	50½" x 12½"	2½"	525 LBS.
SAN1-76TPSI-N-CH SAN1-76TPSI-P-CH	76" x 38" x 16"	51½" x 13½"	50½" x 12½"	2½"	525 LBS.
SAN1-76TPSI-N-RA SAN1-76TPSI-P-RA	76" x 38" x 16"	51½" x 13½"	50½" x 12½"	2½"	525 LBS.
SAN1-76TPSI-N-SL SAN1-76TPSI-P-SL	76" x 38" x 16"	51½" x 13½"	50½" x 12½"	2½"	525 LBS.

Table 2 Sanctuary 176 Specifications

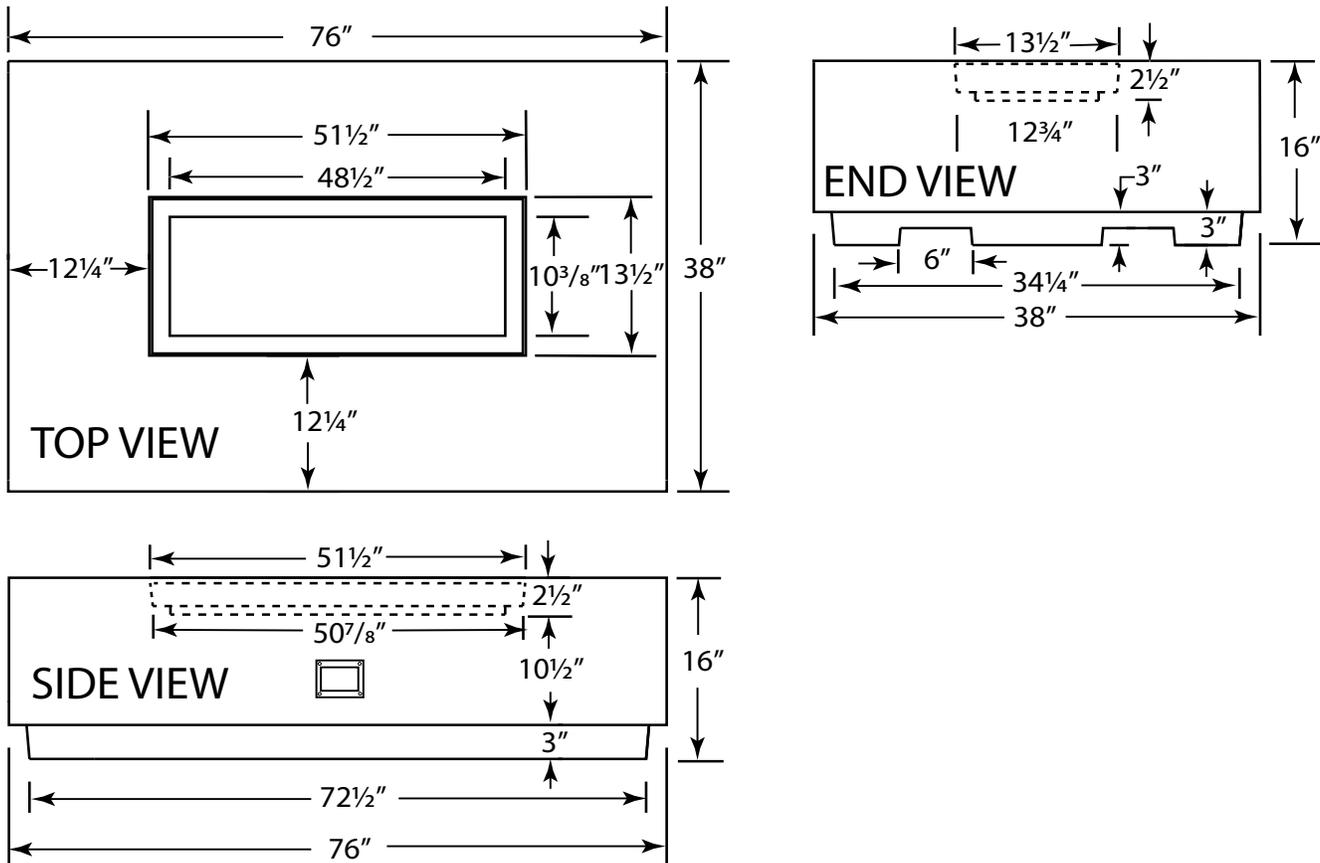


Fig. 2 Sanctuary 176 Dimensions

Use the following manuals listed below for installation reference:

1. Refer to manual 90319 for Match Throw Ignition (MT) flat pan fire pit burners.
2. Refer to manual 90322 for Thermocouple Piloted Safety Igniton (TPSI) flat pan fire pit burners.
3. Refer to manal 90325 for All Weather Safety Ignition (AWS) flat pan fire pit burners.



VENTILATION

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 CONCRETE ENCLOSURE INTO EARTH OR OTHER TYPE OF MEDIA AND NEVER BLOCK THE VENTS. THIS WILL OBSTRUCT AIR FLOW VENTILATION, AND VOID FIREGEAR WARRANTY.**

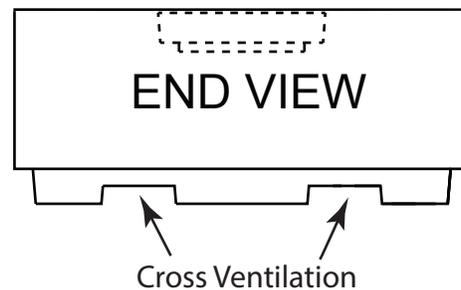
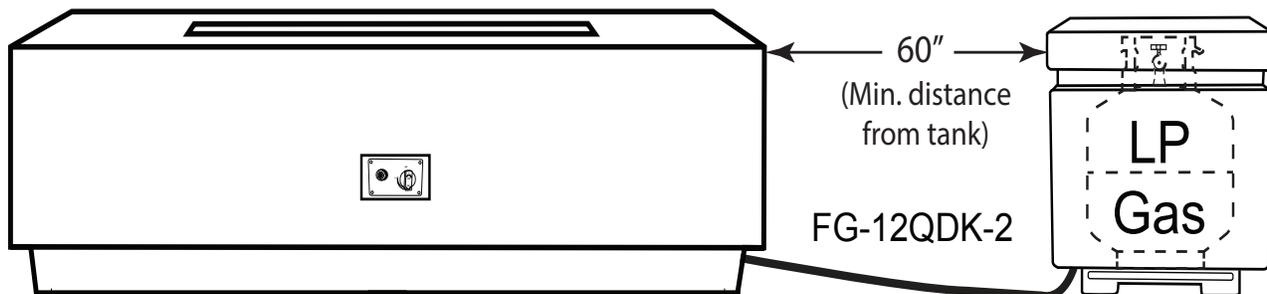


Fig. 3 Show vents under each end of Sanctuary 1.

Each fire feature can be installed on a flat, stable surface, away from any combustible materials. Install the fire features on any level, flat, stable, non-combustible surface. **NOTE:** Do not place fire features directly on grass, dirt, or rocks as this may prevent proper ventilation. 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 2 and 3 can be plumbed with either Natural or Propane (LP) gas. See Fig. 3. If you choose to run hard pipe to Sanctuary models enter through center (bottom) of the bowl; protrude pipe no higher than 6" above ground level.



INSTALLING BURNER PAN INTO ENCLOSURE

When installing the burner pan into the Sanctuary 1 or the Sanctuary 76 you will need to feed the loose parts from the burner pan to the control panel through the mounting plate hole.

Fig. 4 Shows burner pan installed into Sanctuary enclosure.

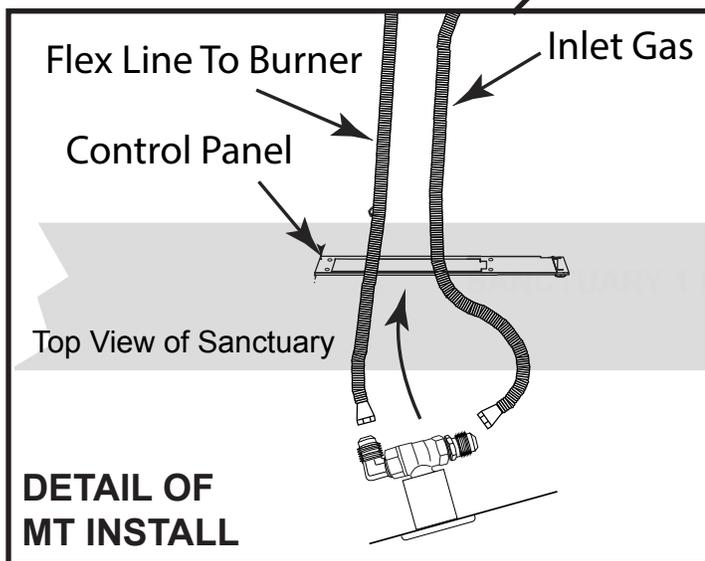
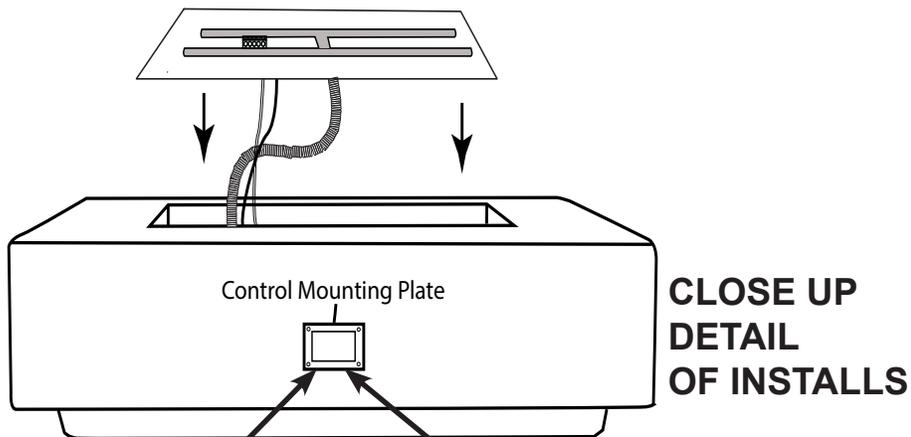


Fig. 5 Shows MT system installing into enclosure.

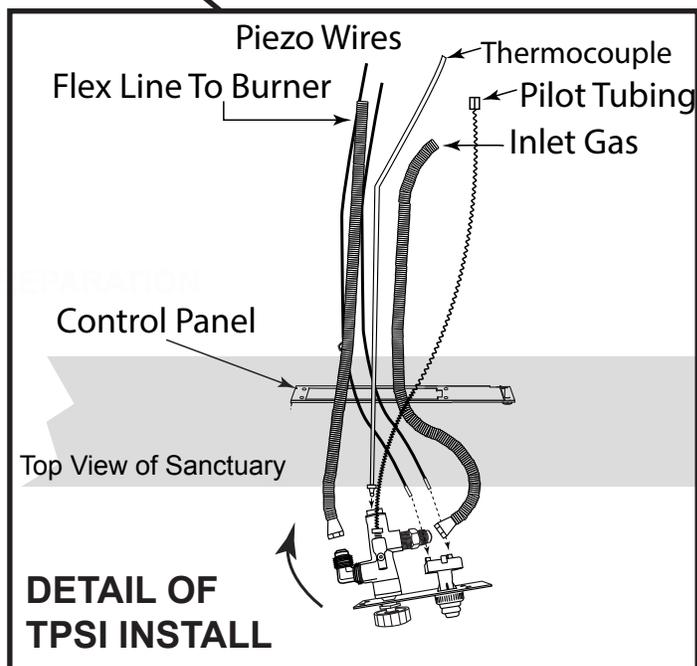


Fig. 6 Shows TPSI system installing into enclosure.



INSTALLING BURNER PAN INTO ENCLOSURE

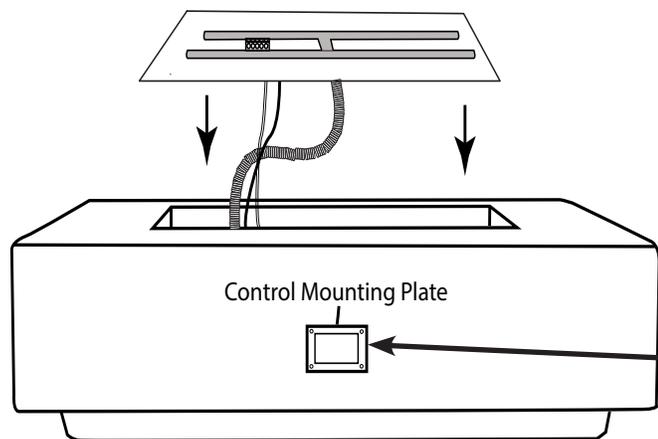


Fig. 7 Shows burner pan installed into Sanctuary enclosure.

The burner pan will rest on inside lip of the enclosure fire feature. Ensure it is centered side to side and end to end. Gravity and media will hold the pan into place.

Note: Ensure thermocouple wire and Piezo wires do not touch bottom of burner pan (if applicable). Leave approximately 3-4 inches or more of air space from the burner pan.

BEFORE SECURING THE PLATE INTO THE SANCTUARY CONDUCT A GAS LEAK TEST TO ENSURE NO LEAKS ARE PRESENT.

After securing the control panel in the enclosure follow the steps below to prepare the fire feature for operation.

Step 1: Secure the mounting plate with (4) thread cutting screws using a power screwdriver. *Be careful not to strip the metal plate when using power tools.*

INSTALLING LAVA ROCK/MEDIA

Refer to the individual ignition instruction to complete the media installation. Refer to the box below.

Use the following manuals listed below for installation reference:

1. Refer to manual 90319 for Match Throw Ignition (MT) flat pan fire pit burners.
2. Refer to manual 90322 for Thermocouple Piloted Safety Ignition (TPSI) flat pan fire pit burners.
3. Refer to manual 90325 for All Weather Safety Ignition (AWS) flat pan fire pit burners.

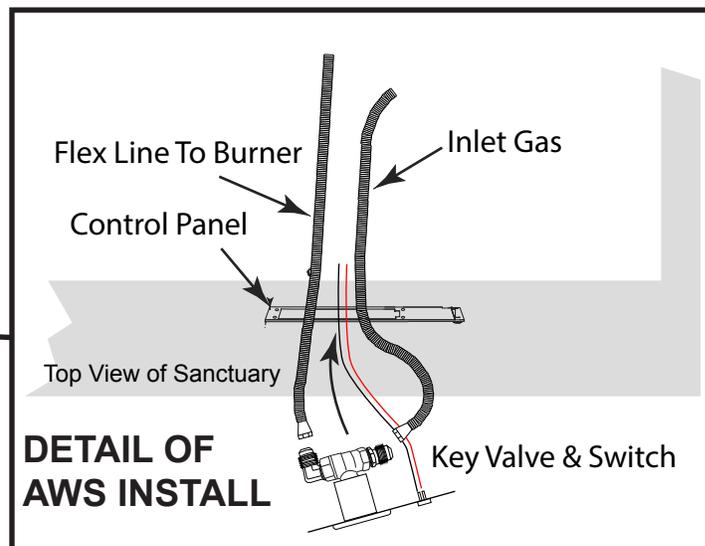
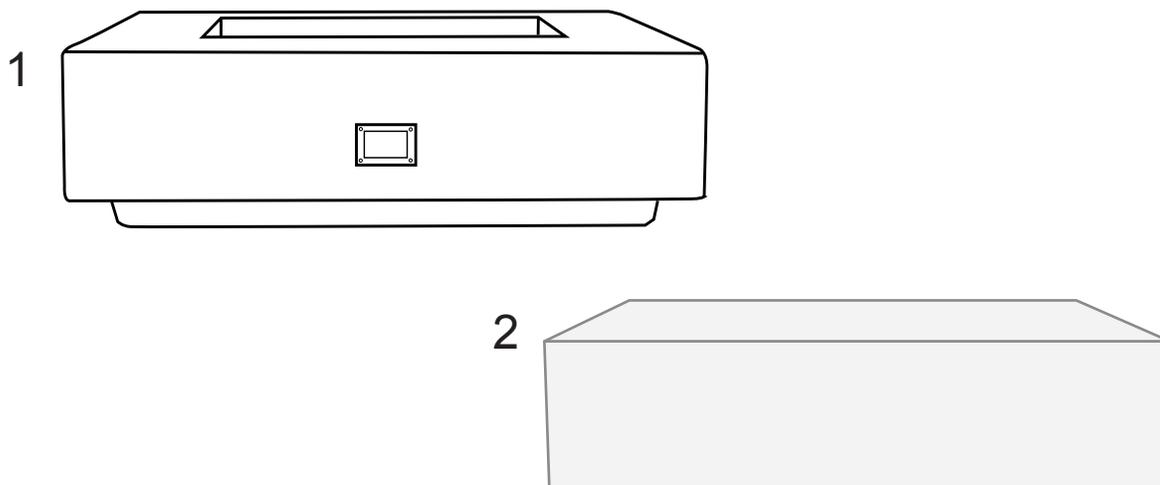


Fig. 8 Shows TPSI system installing into enclosure.



SANCTUARY 1 TPSI REPLACEMENT PARTS



SANCTUARY 1 TPSI REPLACEMENT PARTS LIST

Item	Description	Qty.	Part Number
1A	Sanctuary 1 (Artic White Enclosure Only)	1	SANCTUARY1-AR
1B	Sanctuary 1 (Chocolate- Dark Brown Enclosure Only)	1	SANCTUARY1-CH
1C	Sanctuary 1 (Black Enclosure Only)	1	SANCTUARY1-RA
1D	Sanctuary 1 (Artic White Enclosure Only)	1	SANCTUARY1-SL
2A	Sanctuary 76 (Artic White Enclosure Only)	1	SANCTUARY176-AR
2B	Sanctuary 76 (Chocolate- Dark Brown Enclosure Only)	1	SANCTUARY176-CH
2C	Sanctuary 76 (Black Enclosure Only)	1	SANCTUARY176-RA
2D	Sanctuary 76 (Artic White Enclosure Only)	1	SANCTUARY176-SL
3	Sanctuary 1 Heavy Duty Weather Resistance Cover	1	COVER-SAN-1
3A	Sanctuary 176 Heavy Duty Weather Resistance Cover	1	N/A

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

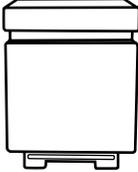
Firegear Outdoors
17322 Gothard St
Huntington Beach, CA 92647
Web Site: www.firegearoutdoors.com

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



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.

<p style="text-align: center;"><u><i>Flexible Gas Line</i></u> $\frac{3}{8}$" x 12' Quick disconnect flex gas line. Rated at 80,000 Btu's. Used with FG-LPRK Model: FG-12QDK</p>	<p style="text-align: center;"><u><i>LP Tank Enclosure</i></u> 20" x 21$\frac{1}{2}$" tall concrete enclosure to hide 20# LP tank. Has removable lid. Can be used as an end table. Weighs 141lbs.</p> <p style="text-align: center;">Model: SANCTUARY-LPTE</p> <div style="text-align: center;">  </div>	<p style="text-align: center;"><u><i>LP Gas Regulator</i></u> Gas regulator for LP gas installa- tions. Rated @ 100,000 Btu's. Model: FG-LPRK</p>
<p style="text-align: center;"><u><i>Flexible Gas Line</i></u> $\frac{1}{2}$" x 12' Quick disconnect flex gas line. Rated at 160,000 Btu's. Used with FG-LPRK Model: FG-12QDK-2</p>		

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

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 does over time. 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.



FIREGEAR LIMITED WARRANTY - 2022

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 ELECTRONIC 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 MANUFACTURED 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 MANUFACTURED OPTIONAL CONTROLS

SANCTUARY SERIES – GFRC FIRE FEATURES

- THREE (3) YEAR WARRANTY - GFRC STRUCTURE
- REFER TO THE APPROPRIATE BURNER SYSTEM FOR WARRANT

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 ELECTRONIC IGNITION SYSTEMS (24VAC, 30 VDC)
- TWO (2) YEAR WARRANTY – MT COMPONENTS (KEY VALVE)
- TWO (2) YEAR WARRANTY - REFRACTORY GAS LOG SETS
- FIVE (5) YEAR WARRANTY - READY TO FINISH/ANF FIRE PIT ENCLOSURES
- 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. 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 Outdoors
17322 Gothard St.
Huntington Beach, CA 92647
www.firegearoutdoors.com
Phone: 800-966-8126
Email: order@firegearoutdoors.com





Having problems getting the fire pit 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.

