

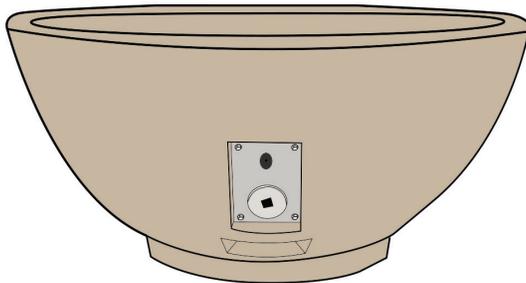


DO NOT DISCARD. THIS MANUAL HAS IMPORTANT OPERATING AND MAINTENANCE INSTRUCTIONS. LEAVE WITH THE HOMEOWNER.

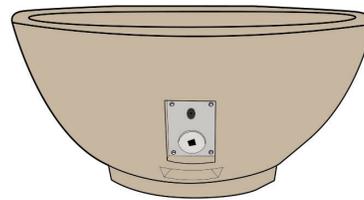
MODEL:

SERIAL #:

THE ROUND FLAT DISC SYSTEM FOR THE SANCTUARY 2 & 3 COMES WITH A SEPARATE CARTON AND MANUAL. HOWEVER, USE THIS MANUAL FOR ACTUAL INSTALLATION INTO THE SANCTUARY BOWLS



Sanctuary 2



Sanctuary 3

MODELS

Natural Gas	Description
SAN2-34DBSAWSN-*	38 3/4" x 18" Concrete Bowl
SAN3-26DBSAWSN-*	30" x 14 1/2" Concrete Bowl

* Bowls come in a variety of colors. (i.e. SAN2-34DBSAWSN-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

**Sanctuary Series Outdoor Fire Features
(All Weather Electronic Ignition System (AWS))**

Installation and Operating Instructions

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

All Sanctuary Series Fire Features have 18-square inches of ventilation designed into each bowl.



Warning: For Outdoor Use Only



NATIONAL FIREPLACE INSTITUTE
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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>

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 store or use gasoline or other flammable vapors and liquids in the vicinity of this or other appliance.

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

WARNING

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

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.

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.

 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



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.)

TABLE OF CONTENTS

Specifications	4
Preparing a Location for Your Sanctuary Fire Feature	5
Hard Piping to Fire feature	5
Ventilation Information	5
High Elevation	5
Gas Pipe Sizing Chart	6
Installation Requirements of Fire Feature	7
Typical Installation Drawings	8
Installing Pan into Bowl & Wiring	9
Installation of Lava Rock/Media	11
Media Specifications	11
Expanded view of Sanctuary 2	10
Operation	12
Lighting Instructions	12
Replacement Parts	13
Replacement Parts List	14
Maintenance	15
Trouble Shooting	16-18
Optional Accessories	19
Warranty	20
Technical Support	22



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 (NG)	Uses Fire feature Model:	A Overall Width	B Inside Width	C Inside Depth	D Height	E Side Wall	F Combustible Ceiling	G* Combustible Floor
SAN2-34DBSAWSN-	FPB-34DBSAWS-N-SAN	38 ³ / ₄ "	35 ¹ / ₄ "	2"	18"	19"	69"	15 1/2"
SAN3-26DBSAWSN-	FPB-26DBSAWS-N-SAN	30"	27 ¹ / ₂ "	2"	14"	19"	69"	12"

Table 1 Sanctuary Specifications

* Dimension shows disc/pan from combustible floor sitting inside the Sanctuary bowl (See Fig. 2).

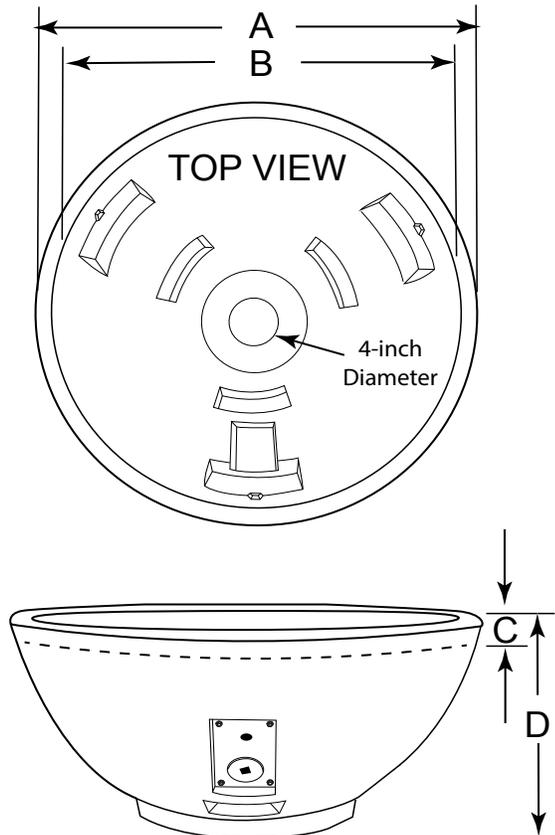


Fig. 1 Sanctuary Dimensions

(SAN2- lower base is 18" wide x 1 1/2" tall)

(SAN3- lower base is 14 1/2" wide x 1 1/4" tall)

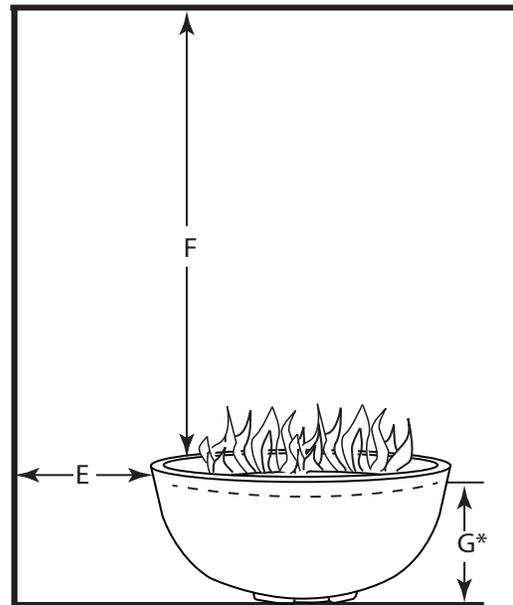


Fig. 2. Clearance to Combustibles
(Not to be used in an enclosed space)

Model: Natural Gas (NG)	NG Factory Orifice	NG Btu's
SAN2-34DBSAWSN-	#29	65,000
SAN3-26DBSAWSN-	#29	65,000

Table 2 Btu Specifications

Pressure	NG	LP
Min. Inlet	3.5" WC (1/8 PSI)	8.0" WC (1/4 PSI)
Max. Inlet	14.0" WC (1/2 PSI)	14.0" WC (1/2 PSI)
Normal Inlet	7.0" WC (1/4 PSI)	11.0" WC (3/8 PSI)

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 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 2 weighs 166 LBS without media or the burner system installed. The Sanctuary 3 weighs 92 LBS 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 2-3 PEOPLE TO ASSIST IN MOVING THE FIRE FEATURES INTO PLACE.

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.**



Any installations within 5-feet of a pool or spa will require a FG-PS30V320 power supply. See separate manual and accessory page for details or call Technical Service department.

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.

Note: Due to space limitations, the Sanctuary 3, cannot accommodate a 120VAC (GFI box) and 1420-AOD remote control weatherproof box inside the bowl. These components will have to be wired externally, outside the bowl. A recommendation would be to place the Sanctuary 3 on a pedestal or base then install the GFI box and remote control receiver inside the pedestal or base.

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 3/8" male flared fitting to enable connection of the stainless steel flex gas line supplied with the fire feature.

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 Series. Flex line can run through any vent holes. If using Propane gas an FG-LPRK regulator (not included) must be used and a FG-12QDK quick disconnect kit (not supplied) enables the use of a Propane (LP) gas tank connection. See Fig. 3.

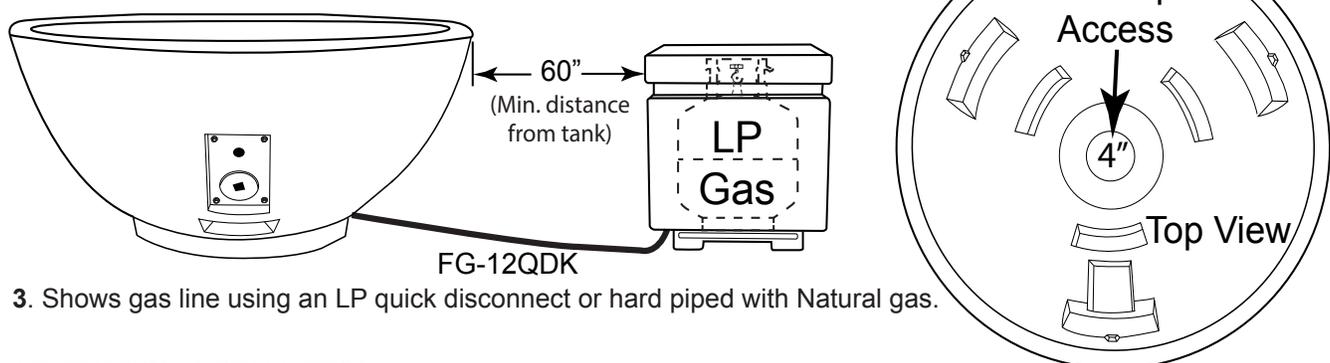


Fig 3. Shows gas line using an LP quick disconnect or hard piped with Natural gas.

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 NFPA 54 Table E.1.1(d) for high altitude orifice sizing.



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



PRE-INSTALLATION CHECK LIST FOR SINGLE INSTALL

GAS INFORMATION

Gas Volume - Ensure the correct size pipe is used for the total gas load. If installing more than one fire feature, ensure the correct size pipe is based upon the distance of the furthest fire feature away and the total gas load is for all gas appliances on that gas line (i.e. fire feature, BBQ, torches, etc.).

Gas Pressure & Type of Gas - Verify the gas pressure being supplied to the fire features? Is the fire feature(s) configured for the proper gas type? The AWS gas valve is shipped for Natural gas (NG). To convert to Propane (LP) gas, the secondary pilot orifice must be changed.

Manual Shut-off/Key Valve - A manual shut-off or key valve installed into of the fire feature?

Purging a New Gas Line - Has the gas line been purged of both air and possible debris? Any gas lines buried underground must be pressure tested up to 60PSI to ensure no leaks. After inspection is complete, most plumbers will release pressure in the line at one location by opening the manual ball/key valve. It is recommended to release pressure by opening a ball/key valves associated with all the fire features. **Example:** There are four fire features on a job, open the first key valve for a few seconds, then close it. Then move on to the next key valve and do the same thing until you have purged the debris out of all four gas lines.

Main Burner Orifice - All fire features **MUST** have a main burner orifice installed on the inlet side of the burner. An orifice limits the amount of gas flow to the burner to ensure the flame is a safe and reasonable height to not pose a risk to people or property. The drawings below show the difference between a Natural Gas (NG) and Propane (LP) orifice. LP gas requires ventilation holes at the base of the orifice to provide a cleaner flame. See Fig. 3.

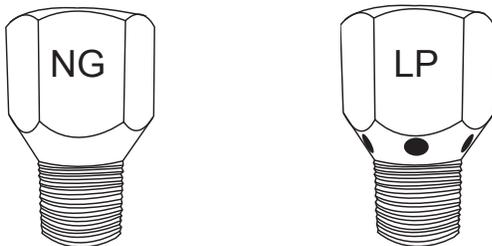


Fig. 4 Natural (NG) orifice on left; LP (vent holes) on right.

ELECTRICAL INFORMATION

Wire Gauge - Is the wire gauge correct? Wiring must be 12AWG or greater (solid or stranded) for all installations.

Note: It is recommended to fill the wire nuts with either dielectric grease or silicone prior to installing the wire nut. This will ensure a waterproof connection.

Why GFI circuit? A GFI is a type of circuit breaker which shuts off electric power when it senses an imbalance between the outgoing and incoming current. It protects the house wires and receptacles from overheating and possible fire.

Power Supply - Firegear Outdoors provides one GOE-30VDC power supply with each Sanctuary model. The power supply requires 120VAC power to operate and converts it to 30VDC to operate the gas valve. **DO NOT CONNECT 120VAC DIRECTLY TO THE GAS VALVE WIRES - DAMAGE WILL OCCUR. THIS IS NOT COVERED BY WARRANTY.** The #GOE-30VDC is used for one fire feature only and must be installed 10-feet or greater from any pool or spa. This power supply has a 3-foot power cord to plug into 120VAC outlet and a 3-foot leads to connect to the gas valve on the 30VDC side.

MEDIA INFORMATION

Acceptable media placed over top of the burner:

Lava Rock Min. 1" - 2" size
FG-LAVA-10 (10 LBS.)
FG-LAVA-50 (50 LBS.)

GL Glass Min. 1/2" - 3/4" size
Various colors are available
See Product catalog for details
Sold in 5 LB. bags or 8 bags to a

case

GRL Reflective Glass Min. 1/2" - 3/4" size
Various colors are available
See Product catalog for details
Sold in 5 LB. bags or 8 bags to a case

DRAINAGE INFORMATION

For any fire feature ABOVE ground level requires a drain/holes line or a way for water to exit the fire feature.

Note: This AWS system is not approved to be installed BELOW ground level.

INSTALLATION REQUIREMENTS OF ALL FIRE FEATURES

REQUIREMENTS

1. This fire feature is permitted to be placed on a stable, flat combustible surface. The area underneath must be a solid level surface maintaining clearances according the specifications in this manual on page 4.
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. These fire features are designed for outdoor use only. Not approved for any indoor use.
7. This fire feature is designed to have lava rock completely covering the spur 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 a minimum of 1 to 2-inch diameter as a base to fill the burner pan. **DO NOT COVER THE IGNITION HOOD WITH ANY ROCK OR MEDIA.**
8. Gas lines and fittings must be installed in to the non-combustible structure. All gas connections must be leak tested before installation of the fire feature. Soapy water leak detection is required before regular use of the fire feature.
9. 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.
10. 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.
11. Ventilation is built into the bottom of each concrete fire feature. No additional vents are required. **WARNING: DO NOT BURY THE BOTTOM OF THE CONCRETE BOWL INTO EARTH OR OTHER TYPE OF MEDIA . THIS CAN OBSTRUCT AIR FLOW VENTILATION AND VOID FIREGEAR WARRANTY.**

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 at test pressure testing of the system at test pressures in excess of ½" psig (3.5kPa).

DESCRIPTION

The Sanctuary series features a field serviceable (30VDC) commercial grade outdoor electronic system with a maximum gas capacity of 290,000 Btu's. The system features a built-in safety shut-off in case of flame loss and auto-relight. It is shipped as a Natural Gas (NG) model only and must be converted if using Propane (LP) gas. The AWS burner pan comes pre-assembled with the bowl and include a key valve with mounting plate ready to install.

Preparation for the AWS model: The **Sanctuary 2** requires additional preparation and planning. The gas line and power must be predetermined before installing. The AWS model requires a 120VAC Ground Fault Interrupter (GFI) to be installed inside the bowl in a weatherproof box before installing the fire pit **(except for the Sanctuary 3)**. The **Sanctuary 3** is too small to "house" the remote control with weather proof box and the 120VAC GFI outlet. They will have to be installed somewhere outside the bowl. It is recommended to install the Sanctuary 3 on top of a pedestal then install the 120VAC GFI power and remote control inside the pedestal.

Ensure you follow all local codes. In the absence of local codes use the latest edition of the National Fuel Gas Code NFPA 54 and National Electrical Code (NEC), or NFPA 70. The remote control weatherproof box (supplied) should be mounted securely in close proximity of the GFI box. The GFI box will power the adapter and the remote control receiver. See AWS expanded view drawing as a guide on page 12.



SANCTUARY (AWS) PREPARATION

KEY VALVE ASSEMBLY

The figure drawing below shows the MT mounting plate parts and pieces used for the assembly. This is pre-assembled and ready to install. See Fig. 5. The Key Valve Assembly consists of (1) key valve and flange, (2) 90° elbows and (1) MT stainless steel face plate.

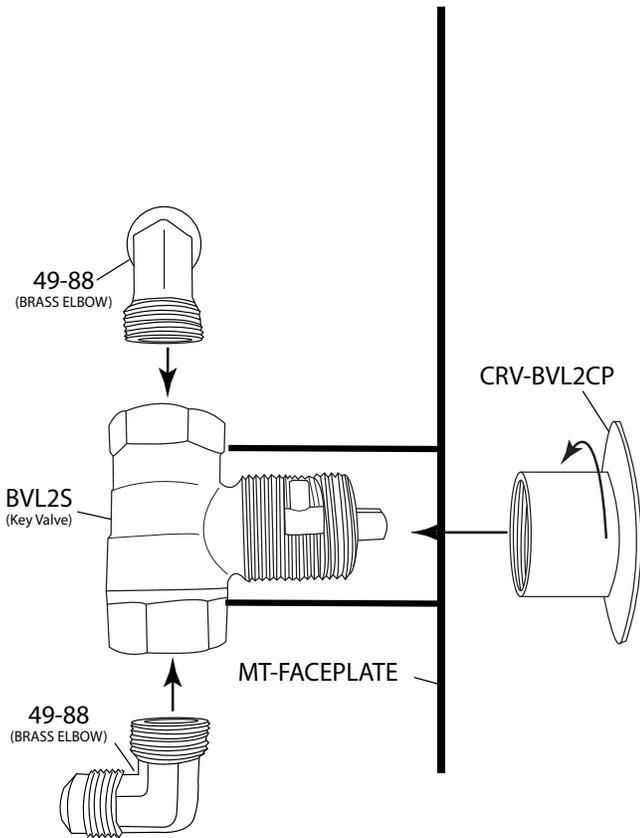


Fig. 5 Assembled MT mounting plate.

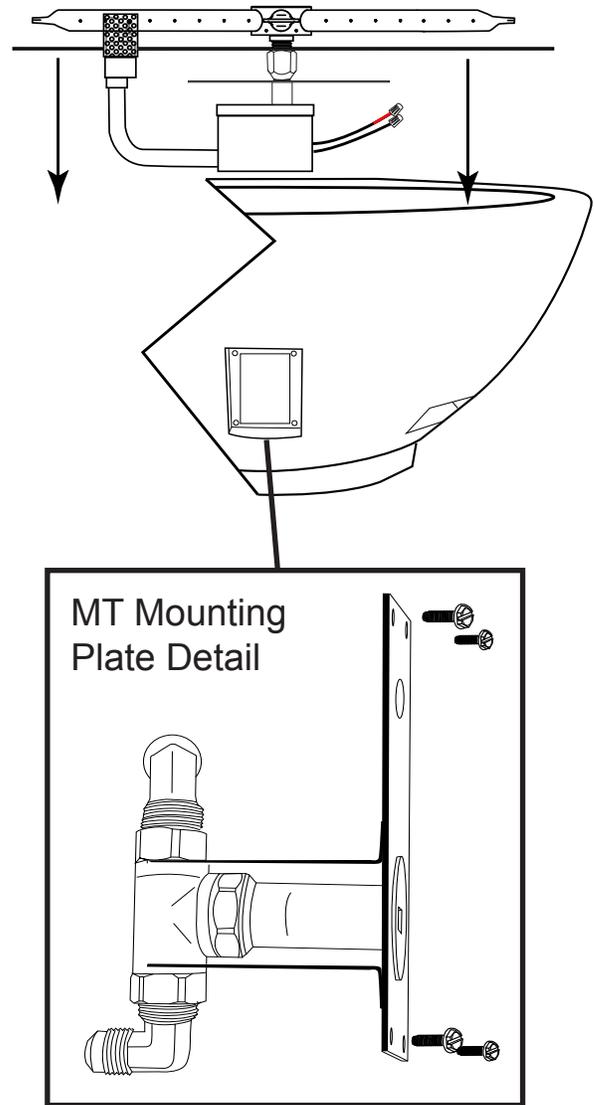


Fig. 6 Typical MT installation.

INSTALLATION OF MT MOUNTING PLATE

Install the key valve mounting plate into the Sanctuary bowl as shown in Figs. 6 & 7. The mounting plate must be oriented with key valve at the top (closest to burner pan). Use the four (4) thread cutting screws (supplied) to secure the mounting plate into the bowl.

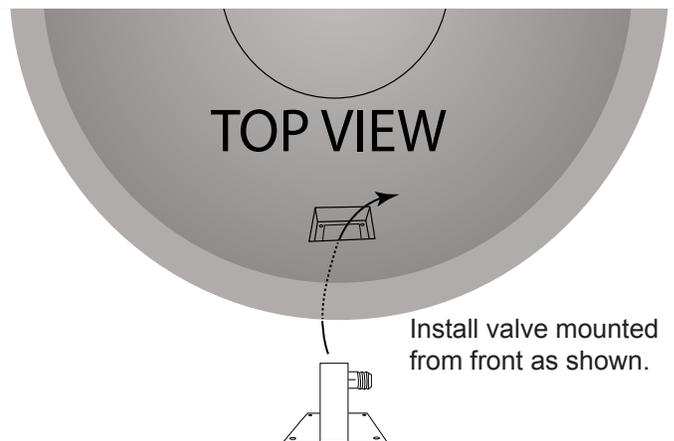


Fig. 7 Top view of MT mounting plate into bowl.

INSTALLING PAN INTO BOWL & WIRING

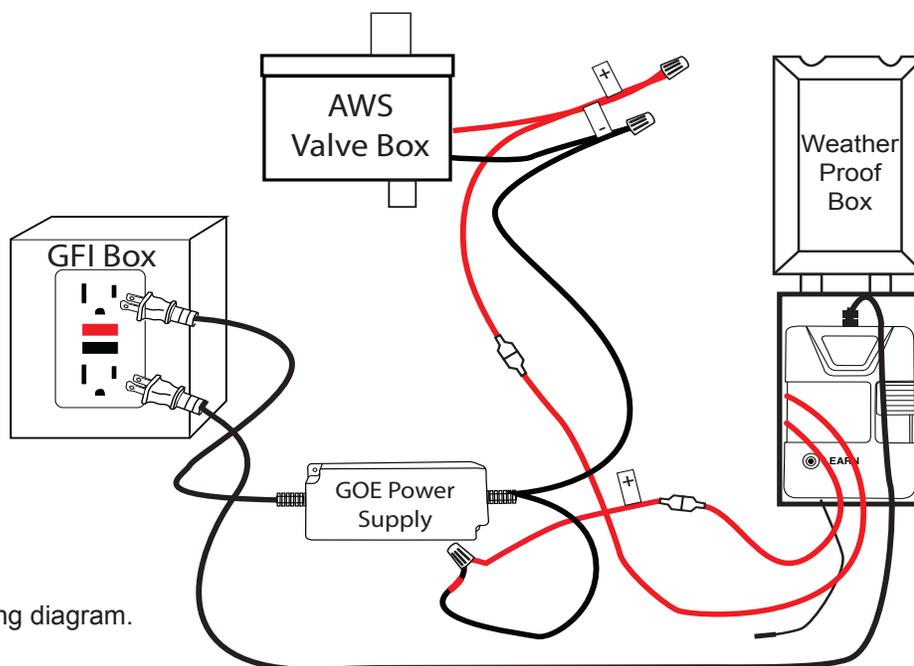


Fig. 8 Wiring diagram.

INSTALLING BURNER PAN INTO BOWL

After the mounting plate is secured inside the bowl, attach a flex line to the bottom fitting of the mounting plate and the other end to the primary gas supply.

Install the GOE-30DCV power supply and FG-1420-AOD remote control as shown in the wiring diagram (Fig 8).

Note: Ensure the external antenna on the FG-1420-AOD receiver is outside the junction box.

This is a polarity sensitive system. There is a red sleeve attached to the positive (+) side of the DC power supply.

When wiring the remote control receiver, cut off both 1/4" terminals and strip both wire ends. Connect one red wire from the receiver to the GOE-30DCV power supply with the red sleeve; secure with wire nut. Connect the other red wire from the receiver to the + (positive) directly to the red wire from the gas valve control box; secure with wire nut. See Fig. 8.

Note: An extra red jumper wire is provided to extend either one of the red wires of the FG-1420-AOD remote control receiver (if needed). It is not required to use this wire. It depends on each application.

DO NOT CONNECT 120VAC DIRECTLY TO THE GAS VALVE WIRES -DAMAGE WILL OCCUR. THIS IS NOT COVERED BY WARRANTY.

Note: Use dielectric grease inside of all wire nut connections to protect from the outside elements. Plug the GOE-30VDC power supply and remote receiver into the 120VAC GFI box. Install battery into the transmitter of the FG-1420-AOD and "learn" (program) the receiver to the transmitter. Ensure the slide switch on the receiver is in the REMOTE position See Fig. 9; Press and Release the "learn" button on the receiver. You will hear the receiver emit a short "beep". Once this occurs, press any button on the transmitter and the receiver will emit several rapid beeps confirming the two are programmed together.

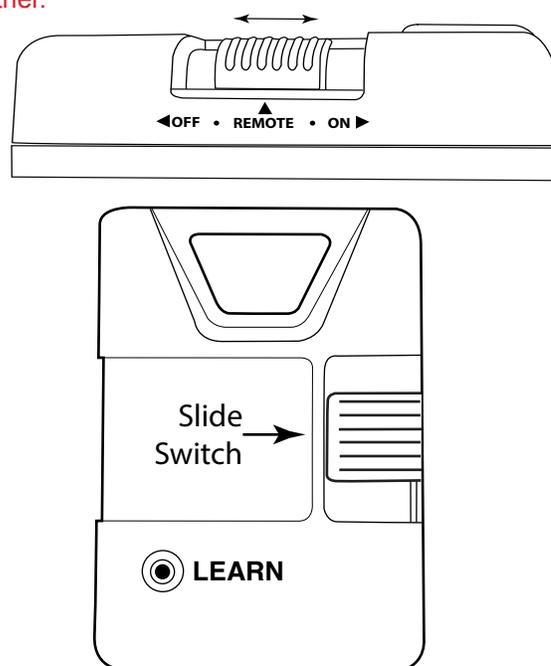


Fig. 9 1420-AOD slide switch and learn button.

INSTALLING PAN INTO BOWL & WIRING

Attach another flex line to the top fitting and connect the other end to the flared fitting of the gas valve box. Securely tighten all fittings. Install the assembled pan into the bowl as shown in Fig. 10 resting the pan on the concrete tabs, centered, inside the bowl.

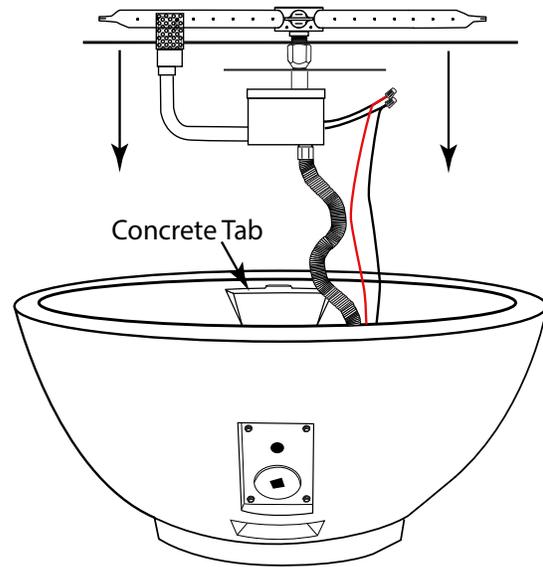


Fig. 10 Installing burner assembly into the bowl.

MEDIA PREPARATION

MEDIA SPECIFICATIONS

The Sanctuary 2 and 3 models are approved for use with Firegear Outdoor lava rock.

- Sanctuary 2 uses 57 LBS of Firegear Outdoor lava rock
- Sanctuary 3 uses 24 LBS of Firegear Outdoor lava rock

Lava rock height should be level and no higher than the top lip of the bowl (approximately 2" depth from burner pan).

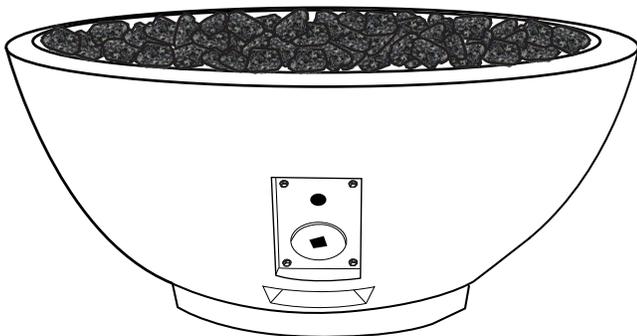


Fig. 11 Media (lava rock) installation.

INSTALLATION OF MEDIA INTO BURNER PAN

Install lava rock into the burner pan. Ensure the lava rock is a minimum of 1-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 rock over top or under the screen cover. The screen must be free of any debris to ensure proper lighting of burner (See Fig. 12).

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 mesh pilot hood with any rock or glass. It must be free of any debris to operate properly.

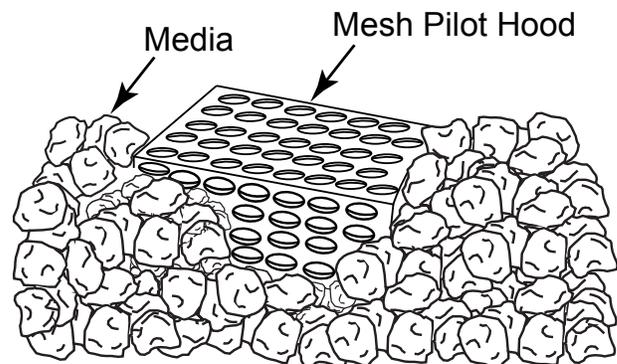


Fig. 12 Media placement around pilot hood.

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 AND THE TRANSMITTER AND RECEIVER HAVE BEEN “LEARNED”(PROGRAMED TOGETHER) FOR WIRELESS OPERATION.

WARNING: Do not stand overtop of fire feature during ignition or operation due to high surface temperatures.

LIGHTING INSTRUCTIONS

TURNING ON FIRE FEATURE

Prior to turning the fire feature ON, visually inspect the fire pit to ensure debris such as leaves or other combustible materials have not collected on top of the fire feature, which could burn and emit embers once the fire feature is turned ON. At the same time, ensure anyone standing close to the fire feature 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.
2. Turn the fire feature ON by pressing the ON button of the remote control. The hot surface ignitor will heat up and begin to “glow” within a 10 second period.
3. Once the hot surface ignitor heats up, the pilot gas valve opens, a “click” is heard, and gas is released to the burner, lighting the fire feature.

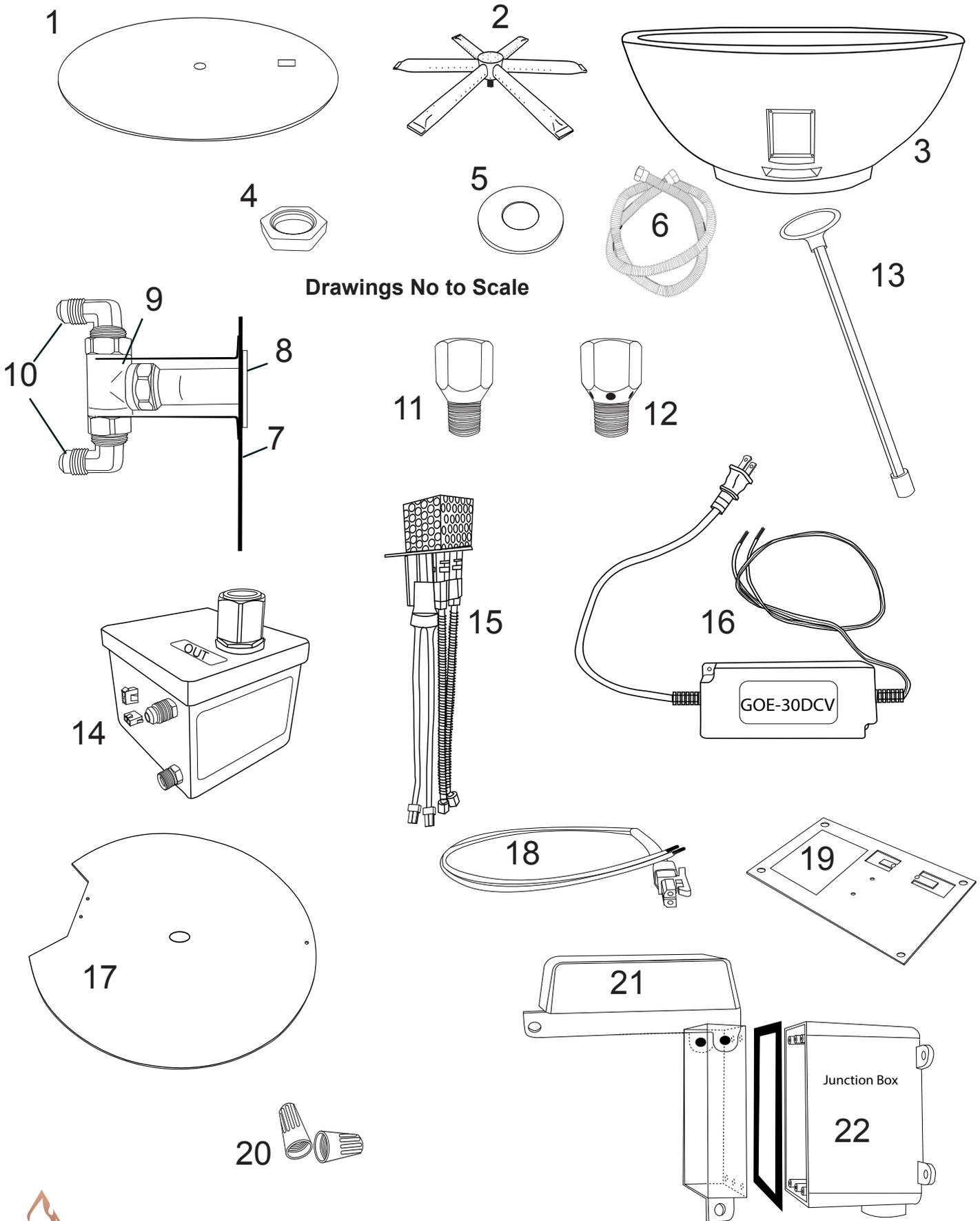
The entire ignition sequence ignites within 20 seconds or less. If not, press the OFF button on the remote control and wait 5 minutes before trying again.

TURNING OFF FIRE FEATURE

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



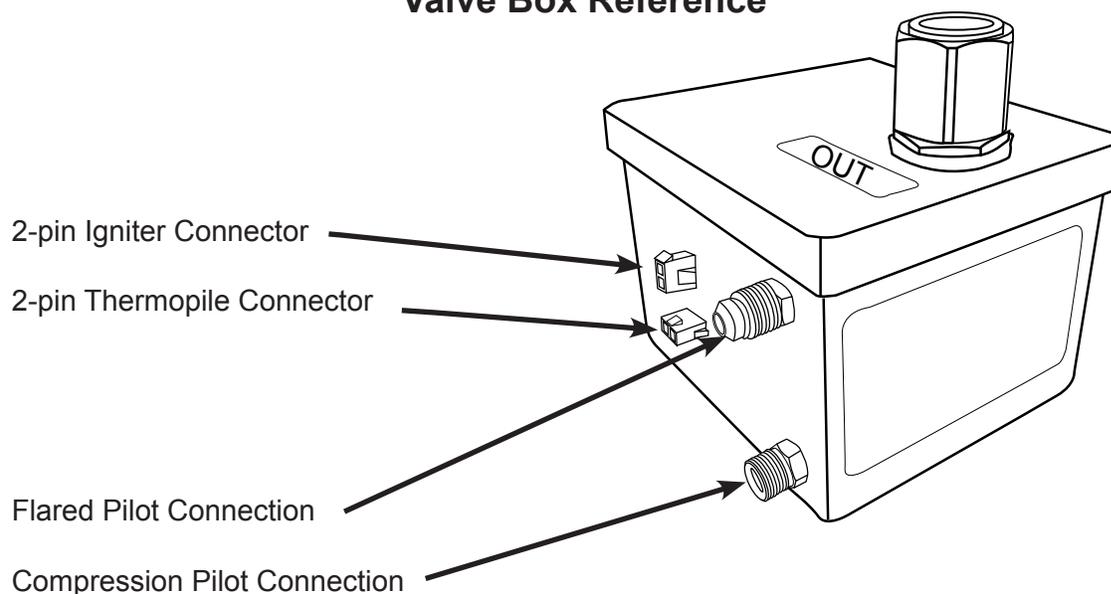
SANCTUARY 2 & 3 REPLACEMENT PARTS



SANCTUARY 2 & 3 REPLACEMENT PARTS LIST

Item	Description	Qty.	Part Number
1	34-inch round flat stainless disc (used with Sanctuary 2 model)	1	PAN-SS34D
1	26-inch round flat stainless disc (used with Sanctuary 3 model)	1	PAN-SS26D
2	22-inch Spur Burner (used with Sanctuary 2 fire feature)	1	B-SPUR-22
2	16-inch Spur Burner (used with Sanctuary 3 fire feature)	1	B-SPUR-16
3	Sanctuary 2 - 38 $\frac{3}{4}$ " Diameter Concrete Bowl	1	SANCTUARY2
3	Sanctuary 3 - 30" Diameter Concrete Bowl	1	SANCTUARY3
4	Mounting Nut $\frac{1}{2}$ " NPS Brass Nut	2	105-8
5	$\frac{7}{8}$ " Flat Mounting Washer	1	ST3-113-1026
6	$\frac{1}{2}$ " Flex Non-Whistling Gas Line 22" Long	1	T-200-9898-22
7	MT Face Plate	1	MT-FACEPLATE
8	Chrome Flange (decorative flange used with BVSL2S)	1	CRV-BVL2CP
9	Key Valve	1	BVL2S
10	$\frac{1}{2}$ " Flare x $\frac{1}{2}$ " MIP Brass Elbow (used with BVL2S - MT models)	2	49-88
11	Air Shutter Orifice Natural Gas (NG)	1	OAS-NG29
12	Air Shutter Orifice Propane Gas (LP)	1	OAS-LP41
13	12" Chrome Plated Key	1	KEY-PC-12
14	Ignition Control Box (Valve box only)	1	FG-ICB
15	AWS Pilot Assembly	1	FG-PBA
16	30VDC Transformer	1	GOE-30VDC
17	Heat Shield	1	FG-HEATSHIELD
18	30-Volt Power Wires for Gas Valve (12-inch)	1	FG-POWERWIRES
19	Mounting Plate for AWS System	1	PLATE-AWS
20	Wire Nuts - Used to secure 30VDC power from valve box	1	WIRENUT-ORG
21	Weatherproof Cover	1	WP-COVER
22	Junction Box	1	WP-JBOX
23	#10-24 x $\frac{1}{2}$ " Thread Cutting Screws (securing MT plate) (not shown)	4	SAN-CP-SCREWS

Valve Box Reference



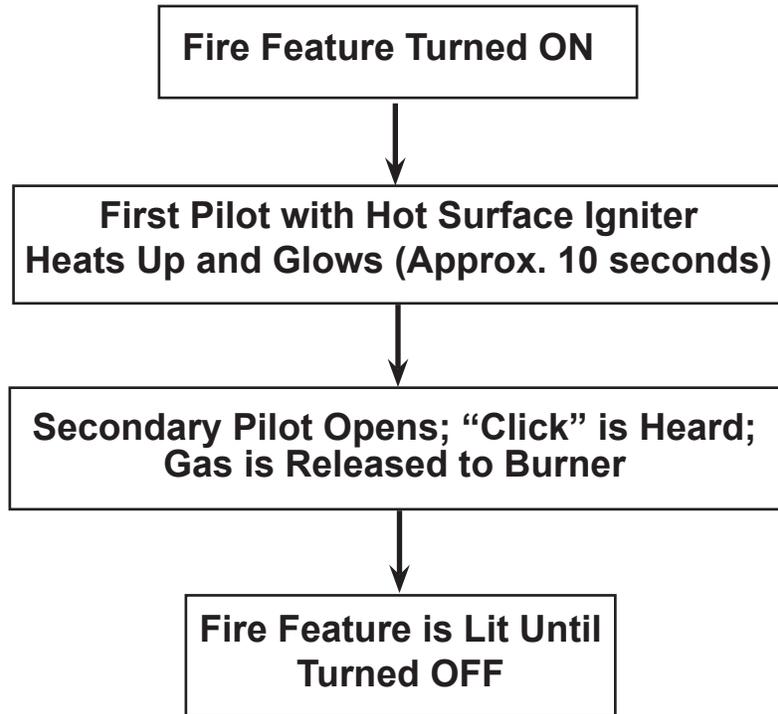
AWS FIRE FEATURE MAINTENANCE

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 of operation 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. Carbon (soot) may build up on the surface of logs (if installed) during heavy use. Sooting may also occur periodically on the screen of the ignitor hood. To clean, brush off with a dry bristle brush or cloth. Keep soot away from clothing or furniture.
6. Over time stainless steel parts can discolor when heated, usually a golden or brown hue. This discoloration is normal and does not affect the performance of the appliance.

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 in some 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.

Sequence of Operation



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 where power supply is plugged into.
- **Defective Controller** - If 120VAC power is connected directly to the gas valve, the controller inside the valve box will be damaged. If this happens, a burned electrical smell might be present - replace controller.

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 valve reference shows the igniter and thermopile 2-pin connections for testing.

TROUBLESHOOTING

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 it 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** - The glow plug will have slight differences causing some igniter’s burn hotter than others. 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** - If a product is used consistently for extended periods of time a thermopile will degrade over time from the consistent use. Simply loosen the thermopile from the pilot assembly and slide it out. If it will not slide out because is it 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 and checked the power; 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. See Fig. 3, page 8. 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** - 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, page 17 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.

TROUBLESHOOTING

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

- **Polarity Between Fire Features in a Daisy Chain** – when daisy chaining multiple features together, wire polarity BETWEEN the features MUST be the same.
- **Gas Volume Insufficient** – See symptom 5 page 18 for “Gas Volume Insufficient” for detailed explanation.
- **Oxygen Starvation (Pilot Burner)** – See symptom 5 page 18 for “Oxygen Starvation” for detailed explanation.
- **Defective Thermopile** – See symptom 4 page 18 for “Defective Thermopile” for detailed explanation
- **Defective Controller** – See symptom 5 page 18 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 18 for “Gas Volume Insufficient” for detailed explanation
- **Debris On Inlet Screen; Valve Box** – See symptom 3, symptom 4, page 18 for “Debris on inlet screen for detailed explanation
- **Debris On Outlet Screen; Valve Box** – See symptom 4, page 18 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 or larger. 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 (NG) 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 (NG) 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 being 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.

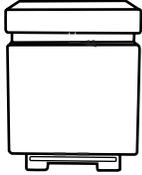
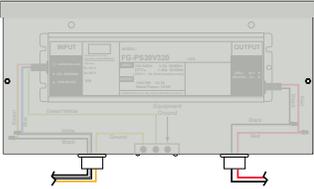
10. Turn the Feature OFF...But Small Flames Continue to Burn Out the Main Burner

- **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.

<p style="text-align: center;"><u>LP Gas Regulator</u></p> <p>Gas regulator for LP gas installations. Rated at 100,000 Btu's. Model: FG-LPRK</p> <p style="text-align: center;"><u>Flexible Gas Line</u></p> <p>$\frac{3}{8}$" 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>LP Tank Enclosure</u></p> <p>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 141 LBS.</p>  <p>Model: SANCTUARY-LPTE</p>	<p style="text-align: center;"><u>Media</u></p> <p><i>Lava Stones</i> 1" to 2" size (50 LBS.) Models: FG-LS50</p> <p><i>Lava Boulders</i> 4" to 6" size (30 LBS.) Model: FG-LB30</p> <p><i>Lava Rock</i> 1" to 2" size (10 & 50 LBS.) Models: FG-LAVA-10 FG-LAVA-50</p> <p>See catalog for variety of glass media in various colors.</p>	<p style="text-align: center;"><u>LP Conversion Kit</u></p> <p>Model: FG-AWS-PBO-P</p> <p>Contains primary pilot orifice (FG-PBO-LP) to convert Natural gas pilot to LP gas.</p> <p>Note: Requires new LP main burner orifice (OAS-LP41), sold separately.</p> <p style="text-align: center;"><u>Timer</u></p> <p>Electric mechanical 2-hour timer</p> <p>Model: FG-TIMER-2HR</p>
<p style="text-align: center;"><u>Shut-Off Valves</u></p> <p>Model: 01-387 $\frac{3}{8}$" OD Flare x $\frac{1}{2}$" FIP Model: 01-487 $\frac{1}{2}$" OD Flare x $\frac{1}{2}$" FIP Model: 01-266 $\frac{3}{8}$" OD Flare x $\frac{3}{8}$" OD Flare Model: 01-288 $\frac{1}{2}$" OD Flare x $\frac{1}{2}$" OD Flare</p> <p style="text-align: center;"><u>Emergency-Stop</u></p> <p>Model: FG-EMER-STOP</p> <p>Electric emergency shut-off.</p>	<p style="text-align: center;"><u>Pool/Spa (Water Installations)</u></p>  <p>Model: FG-PS-30V320</p> <p>Power supply for one or up to (4) fire features within 5-feet of a pool/spa.</p>	<p style="text-align: center;"><u>Log Sets</u></p> <p>Models: L-SF (Spit Fire) - 17pc (52 LBS) L-BF (Beach Fire) 8pc (20 LBS) 326-930 Twigs 6pc (20 LBS)</p> <p style="text-align: center;"><u>Stainless Steel Round Lids</u></p> <p>Optional lids are available to cover fire feature when not in use. Model: LID-29R2 (Sanctuary 2) Model: LID-19R (Sanctuary 3)</p>

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

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

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



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

FIREGEAR LIMITED WARRANTY - 2020

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

CONSUMER RESIDENTIAL APPLICATIONS – MANUFACTURED AFTER 12/02/2019

BURNER SYSTEMS, BURNERS, COMPONENTS AND ACCESSORIES

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

OUTDOOR FIREPLACE – KALEA BAY

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

SANCTUARY SERIES – GFRC FIRE FEATURES

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

WARRANTY COVERS MANUFACTURING DEFECTS OR STRUCTURAL FAILURE. SMALL STRESS CRACKS AND SURFACE CRAZING ARE A NATURAL OCCURRENCE IN GFRC PRODUCTS AND NOT COVERED BY WARRANTY.

READY TO FINISH/ANF ENCLOSURES

- FRAME – LIFETIME WARRANTY ON CONSTRUCTION AND MANUFACTURER DEFECTS

ACCESSORIES

- LIFETIME WARRANTY - CONSTRUCTION AND MANUFACTURER DEFECTS
- LIFETIME WARRANTY - STAINLESS STEEL COMPONENTS (LIDS, STAINLESS STEEL COVERS)
- ONE (1) YEAR WARRANTY – ESTOP1-OH, ESTOP2-5H WINDSHIELDS, HOSES AND REGULATORS



COMMERCIAL APPLICATIONS – MANUFACTURED AFTER 12/02/2019

BURNER SYSTEMS, BURNERS, COMPONENTS AND ACCESSORIES

- TWO (2) YEAR WARRANTY ON CONSTRUCTION AND MANUFACTURER DEFECTS
- TWO (2) YEAR WARRANTY - STAINLESS STEEL BURNERS AND PANS
- TWO (2) YEAR WARRANTY - BRASS BURNERS
- TWO (2) YEAR WARRANTY - GAS VALVE, SPARK IGNITER, PILOT ASSEMBLIES
- TWO (2) YEAR WARRANTY - AWS 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 Street, Huntington Beach, CA 92647
www.firegearoutdoors.com
Phone: 800-966-8126
Email: order@firegearoutdoors.com







Having problems getting the fireplace to operate? Don't leave the job site! We want to help! Call 800.966.8126 for Technical Support between the hours of 8:00AM to 5:00PM PST.
BEFORE YOU CALL WE WILL NEED THIS INFORMATION

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