

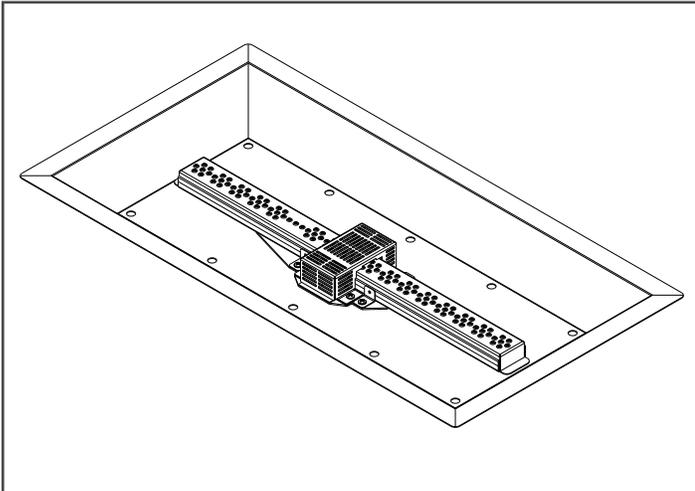
USER MANUAL FOR: LINEAR CRYSTAL FIRE<sup>®</sup> PLUS BURNERS WITH MANUAL CONTROL SYSTEM

## ⚠ CAUTION ⚠

- Important operating instructions included.
- Read, understand, and follow these instructions for safe installation and operation.

**INSTALLER: Leave manual with the appliance.**

**CONSUMER: Retain this manual for future reference.**



## ⚠ DANGER ⚠

### IF YOU SMELL GAS:

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

Failure to follow these instructions could result in fire or explosion, which could cause property damage, personal injury or death.

## ⚠ WARNING ⚠

### FOR OUTDOOR USE ONLY.

Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

## ⚠ WARNING ⚠

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

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

## ⚠ DANGER ⚠



### CARBON MONOXIDE HAZARD

This appliance can produce carbon monoxide which has no odor.

Using it in an enclosed space can kill you.

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

## ⚠ WARNING ⚠

IF THE INFORMATION IN THIS INSTRUCTION MANUAL IS NOT FOLLOWED EXACTLY, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY, OR LOSS OF LIFE.

**⚠ DANGER: FLAMMABLE GAS UNDER PRESSURE. LEAKING LP-GAS MAY CAUSE A FIRE OR EXPLOSION IF IGNITED CAUSING SERIOUS BODILY INJURY OR DEATH. CONTACT LP GAS SUPPLIER FOR REPAIRS, OR DISPOSAL OF A CYLINDER OR UNUSED LP-GAS.**

**⚠ WARNING: FOR OUTDOOR USE ONLY.\***

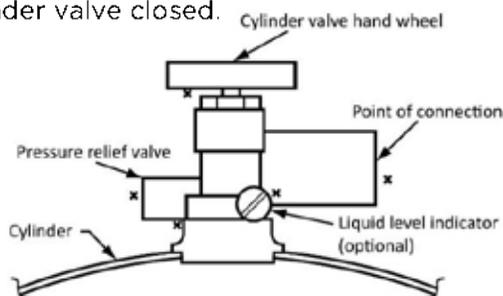
**DO NOT USE OR STORE CYLINDER IN A BUILDING, GARAGE, OR ENCLOSED AREA.**

**⚠ WARNING:**

- Know the odor of LP-gas. If you hear, see, or smell leaking LP-gas, immediately get everyone away from the cylinder and call the Fire Department. Do not attempt repairs.
- Caution your LP-gas supplier to:
  - Be certain cylinder is purged of trapped air prior to first filling.
  - Be certain not to over fill the cylinder.
  - Be certain cylinder requalification date is checked.
- LP-gas is heavier than air and may settle in low places while dissipating.
- Contact with the liquid contents of cylinder will cause freeze burns to the skin.
- Do not allow children to tamper or play with cylinder.
- When not connected for use, keep cylinder valve turned off. Self-contained appliances shall be limited to a cylinder of 30 lb. capacity or less.
- Do not use, store or transport cylinder where it would be exposed to high temperatures. Relief valve may open allowing a large amount of flammable gas to escape.
- When transporting, keep cylinder secured in an upright position with cylinder valve turned off.

**WHEN CONNECTING FOR USE:**

- Use only in compliance with applicable codes.
- Read and follow manufacturer's instructions.
- Consult manufacturer's instructions concerning the cylinder connection provided with your appliance.
- Be sure the regulator vent is not pointing up.
- Turn off all valves on the appliance.
- Do not check for gas leaks with a match or open flame. Apply soapy water at areas marked "X". Open cylinder valve. If bubbles appear, close valve and have LP-gas service person make needed repairs. Also, check appliance valves and connections to make sure they do not leak before lighting appliance.
- Light appliance(s) following manufacturer's instructions.
- When appliance is not in use, keep the cylinder valve closed.



**DO NOT REMOVE, DEFACE, OR OBLITERATE THIS LABEL  
 \*EXCEPT AS AUTHORIZED BY ANSI/NFPA 58**

**⚠ DANGER: Do not store a spare LP cylinder under or near a barbecue grill, or other heat sources. NEVER fill an LP cylinder beyond 80% full: a fire causing death or serious injury may occur.**

## ADDITIONAL WARNINGS

This appliance is a Decorative Outdoor Gas Appliance for **OUTDOOR USE ONLY** and **MUST NOT** be used for cooking.

Install the burner system in an enclosure on a flat and stable surface in an outdoor location such as a patio or deck. This location must be adjacent to the gas supply line or propane gas supply. **DO NOT** locate the appliance where it will get excessively wet or submerged in water.

### **WARNING**

- Children and adults should be alerted to the hazards of high surface temperatures and open flames 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.
- Clothing or other flammable materials should not be hung from appliance or placed on or near the appliance.
- Any guard, barrier or other protective device removed for servicing the appliance shall be replaced prior to operating the appliance.

### **WARNING**

**Do NOT burn solid fuels in this gas appliance.**

### **WARNING**

Installation and repair should be performed only by a qualified service person. More frequent cleaning and maintenance may be required as necessary. It is imperative that the burner controls, and circulating air passageways of the appliance are kept clean.

The Outdoor GreatRoom Company™ recommends the use of NFI Certified Gas Professionals.



### **WARNING**

#### **ASPHYXIATION RISK**

**This gas appliance is for outdoor use in a well ventilated space.**

**This unit must NOT be installed in an enclosed structure.**

### **WARNING**

**DO NOT USE** this appliance if any part has been underwater. Have an authorized service technician inspect the appliance and replace any component in the control system or gas supply that has been underwater.

### **WARNING**

#### **SHARP EDGES**

**Wear protective gloves and safety glasses during installation.**

### **WARNING**

**Inspect appliance and components for damage. Damaged parts may impair safe operation.**

**Do NOT install damaged, incomplete, or substitute components.**

**Report damaged parts to your dealer.**

### **WARNING**

**The Outdoor GreatRoom Company disclaims any responsibility for, and the warranty will be voided by, the following actions:**

- **Installation and use of any damaged components.**
- **Modification of the burner assembly.**
- **Installation other than as detailed in this manual.**

**Any such action may result in a fire or explosion causing property damage, personal injury or death.**

## TABLE OF CONTENTS

APPLIANCE INFORMATION	5
A. APPLIANCE CERTIFICATION	5
B. SPECIFICATIONS	5
GETTING STARTED	7
A. INCLUDED ITEMS	7
B. REQUIRED TOOLS AND SUPPLIES	8
CLEARANCE REQUIREMENTS	9
A. SURROUNDING CLEARANCES	9
B. ENCLOSURE CLEARANCES FOR CFP MODELS	10
C. ENCLOSURE CLEARANCES FOR BP MODELS	11
ENCLOSURE DESIGN	12
A. SELF-CONTAINED PROPANE CYLINDER SYSTEMS	12
B. HARD-PIPED FUEL SYSTEMS	13
C. BURNER PLATE SPECIFIC INSTRUCTIONS	14
GAS SETUP INFORMATION	15
A. FUEL TYPE	15
B. GAS PRESSURE	15
C. GAS SUPPLY AND CONNECTION	15
D. LEAK CHECK AND LINE PURGE	16
E. ADDITIONAL GAS SUPPLY INFORMATION	16
BURNER INSTALLATION	17
A. PROPANE CYLINDER INSTALLATIONS	17
B. NATURAL GAS CONVERSION PROCESS	20
C. HARD-PIPED FUEL SYSTEM INSTALLATIONS	21
D. DOUBLE-PAN BURNER SPECIFIC INSTRUCTIONS	24
LIGHTING AND OPERATION	25
TROUBLESHOOTING	26
SERVICE AND MAINTENANCE	28
A. REGULAR MAINTENANCE TASKS	28
B. CLEANING THE APPLIANCE	29
REFERENCE MATERIALS	30
A. SERVICE PARTS LIST	30
B. OPTIONAL PARTS LIST	31
C. DIMENSIONAL INFORMATION	32
WARRANTY INFORMATION	34

# 1

## APPLIANCE INFORMATION

### A. APPLIANCE CERTIFICATION

**MODEL:** All Crystal Fire Plus Burners & Burner Plates.

**TESTING AGENCY:**

Underwriters Laboratories (UL LLC)

**TYPE:** Decorative Gas-Fired Outdoor Fireplace.

**STANDARD:** ANSI Z21.97-2017 / CSA 2.41-2017  
*Outdoor Decorative Gas Appliances.*

The Crystal Fire Plus burner series has been tested in accordance to *ANSI Z21.97-2017/CSA 2.41-2017* and has been listed by Underwriters Laboratories (UL LLC) for installation and operation as described in these installation and operating instructions.

When the appliance is for connection to a fixed piping system, the installation must conform with local codes, or in absence of local codes with *National Fuel Gas Code, ANSI Z223.1 \* NFPA 54; National Fuel Gas Code; Natural Gas and Propane Installation Code, CSA B149.1; or Propane Storage and Handling Code, CSA B149.2*, as applicable.

The appliance, when installed, must be electrically grounded in accordance with local codes, or in the absence of local codes, with the *National Electrical Code, ANSI/NFPA 70; or the Canadian Electrical Code, CSA C22.1*, if applicable.

**All Crystal Fire® Plus burners are approved for use in the Commonwealth of Massachusetts. APPROVAL CODE: (G-2025-151)**

### B. SPECIFICATIONS

MINIMUM INLET PRESSURE		MAXIMUM INLET PRESSURE		IDEAL INLET PRESSURE	
PROPANE	NATURAL GAS	PROPANE	NATURAL GAS	PROPANE	NATURAL GAS
8.0 in. WC (2.0 kPa)	3.5 in. WC (0.87 kPa)	14.0 in. WC (3.5 kPa)	10.5 in. WC (2.6 kPa)	11.0 in. WC (2.7 kPa)	7.0 in. WC (1.7 kPa)

These pressures represent the **operating pressure** of the appliance, not the static pressure of a gas supply line. In order to properly verify these pressures, an in-line pressure tap must be used to verify the pressure while the appliance **is in operation**.

MODEL	ORIFICE SIZE		MAXIMUM INPUT RATE	
	PROPANE	NATURAL GAS	PROPANE	NATURAL GAS
CFP1224-B BP2424-B	#43 (Burner) #52 (Valve)	#30 (Burner) #43 (Valve)	Low: 25K BTU/hr. (7.3 kW) High: 56K BTU/hr. (16.4 kW)	Low: 24.3K BTU/hr. (7.1 kW) High: 55K BTU/hr. (16.1 kW)
*CFP1242-B BP2442-B BP1242-CV-B	#35 (Burner) #42 (Valve)	#21 (Burner) No Valve Orifice	Low: 45.5K BTU/hr. (13.3 kW) High: 80K BTU/hr. (23.4 kW)	Low: 45.5K BTU/hr. (13.3 kW) High: 80K BTU/hr. (23.4 kW)
CFP1264-B BP2464-B BP1264-CV-B	0.125" (Burner) #42 (Valve)	#12 (Burner) No Valve Orifice	Low: 51K BTU/hr. (14.9 kW) High: 102K BTU/hr. (29.9 kW)	Low: 50.5K BTU/hr. (14.8 kW) High: 101K BTU/hr. (29.6 kW)
CFP1272-B BP2472-B	(2x) #42 (Burner) (2x) #46 (Valve)	(2x) #28 (Burner) (2x) #25 (Valve)	Low: 75K BTU/hr. (22.0 kW) High: 121K BTU/hr. (35.5 kW)	Low: 75K BTU/hr. (22.0 kW) High: 120K BTU/hr. (35.2 kW)
CFP1284-B BP2484-B	(2x) #39 (Burner) (2x) #46 (Valve)	(2x) #26 (Burner) (2x) #25 (Valve)	Low: 75K BTU/hr. (22.0 kW) High: 140K BTU/hr. (41.0 kW)	Low: 77K BTU/hr. (22.6 kW) High: 142K BTU/hr. (41.6 kW)
CFP1296-B BP2496-B	(2x) #36 (Burner) (2x) #42 (Valve)	(2x) #23 (Burner) No Valve Orifices	Low: 94K BTU/hr. (27.5 kW) High: 160K BTU/hr. (46.9 kW)	Low: 94K BTU/hr. (27.5 kW) High: 160K BTU/hr. (46.9 kW)
CFP12108-B BP24108-B	(2x) #32 (Burner) (2x) #42 (Valve)	(2x) #20 (Burner) No Valve Orifices	Low: 98K BTU/hr. (28.7 kW) High: 180K BTU/hr. (52.8 kW)	Low: 96K BTU/hr. (28.1 kW) High: 180K BTU/hr. (52.8 kW)
CFP12120-B BP24120-B	(2x) 0.125" (Burner) (2x) #42 (Valve)	(2x) #12 (Burner) No Valve Orifices	Low: 102K BTU/hr. (29.9 kW) High: 204K BTU/hr. (59.8 kW)	Low: 101K BTU/hr. (29.6 kW) High: 202K BTU/hr. (59.2 kW)

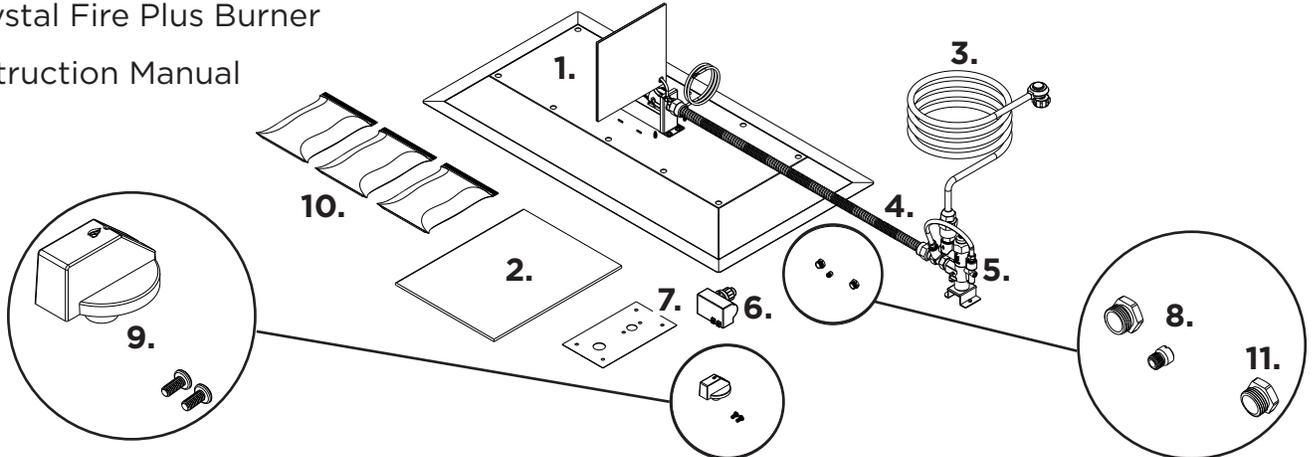
**\*The CFP1242-B, BP2442-B, and BP1242-CV-B all ship with a #40 orifice installed that reduces the high rate on propane to 65K BTU/hr. This allows the burner to operate more reliably on a 20 lb. self-contained propane cylinder. The burners ship with the #35 orifice included for hard-piped applications to achieve the listed maximum high consumption rate of 80K BTU/hr.**

# 2

## GETTING STARTED

### A. INCLUDED ITEMS

1. Crystal Fire Plus Burner
2. Instruction Manual



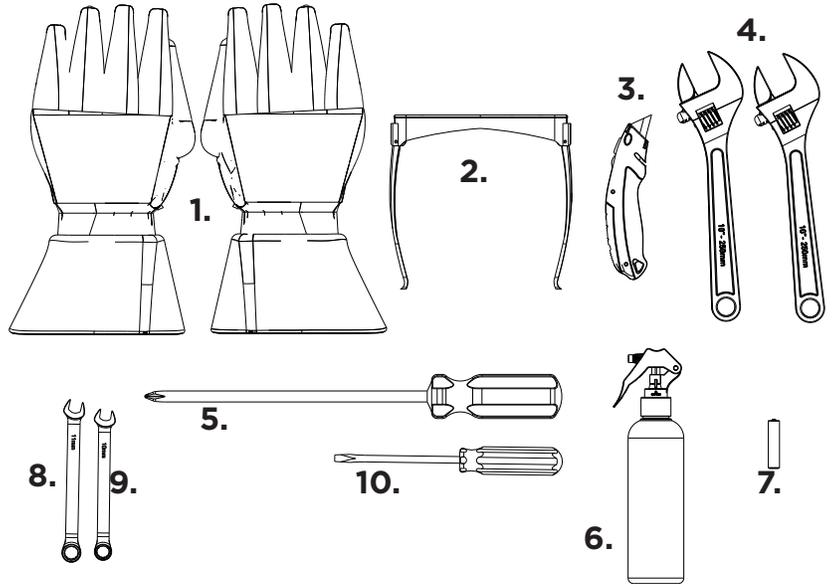
#	INCLUDED ITEM	PART NUMBER	CFP1224-B BP2424-B	CFP1242-B BP2424-B BP1242-CV-B	CFP1264-B BP2464-B BP1264-CV-B	CFP1272-B BP2472-B
3	10' Regulator Hose	CF-HOSE-REG	1	1	-	-
4	1/2" Stainless Steel Flex-Line	T200-9898-22	1	1	1	2
5	Manual Control Valve	VCSV-(L/S)	1	1	1	2
6	Push-Button Sparker	CF-SPARKERZ	1	1	1	2
7	Control Panel	VCSV-CP	1	1	1	2
8	Natural Gas Conversion Kit	-	1	1	1	2
9	Control Knob and Screws	BL-KNOB	1	1	1	2
10	Glass Media Bags (5 lbs.)	CFG-D	3 (15 lbs.)	4 (20 lbs.)	5 (25 lbs.)	6 (30 lbs.)
11	#35 Orifice (Spud)	35-ORIFICE-HC (3000-935)	-	1	-	-

#	INCLUDED ITEM	PART NUMBER	CFP1284-B BP2484-B	CFP1296-B BP2496-B	CFP12108-B BP24108-B	CFP12120-B BP24120-B
3	10' Regulator Hose	CF-HOSE-REG	-	-	-	-
4	1/2" Stainless Steel Flex-Line	T200-9898-22	2	2	2	2
5	Manual Control Valve	VCSV-(L/S)	2	2	2	2
6	Push-Button Sparker	CF-SPARKERZ	2	2	2	2
7	Control Panel	VCSV-CP	2	2	2	2
8	Natural Gas Conversion Kit	-	2	2	2	2
9	Control Knob and Screws	BL-KNOB	2	2	2	2
10	Glass Media Bags (5 lbs.)	CFG-D	7 (35 lbs.)	8 (40 lbs.)	9 (45 lbs.)	10 (50 lbs.)

Burners that do not include a 10' regulator hose for connection to a 20 lb. self-contained propane tank operate at gas consumption rates higher than a standard tank is able to accommodate.

## B. REQUIRED TOOLS AND SUPPLIES

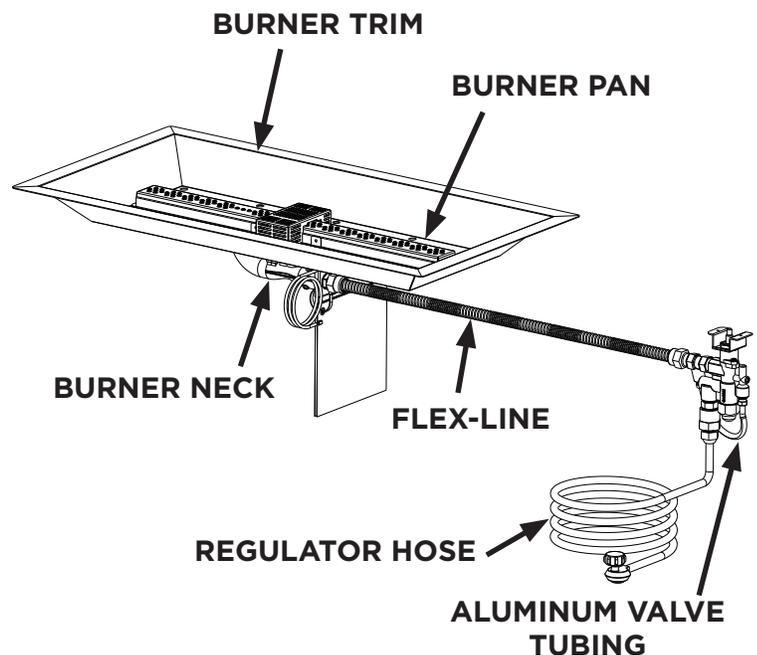
1. Work Gloves
2. Safety Glasses
3. Utility Knife  
*-for opening packaging*
4. (2x) Adjustable Wrenches
5. Phillips Screwdriver
6. Corrosion-Free Leak Test Solution
7. (1x) AAA Battery
8. 3/8 in. Wrench
9. 11 mm Wrench  
*-for NG conversion only*
10. Flat-Blade Screwdriver  
*-for NG conversion only*



## C. APPLIANCE AND COMPONENT INSPECTION

### WHAT TO INSPECT:

- 1. Burner Assembly:** Look for bent or damaged components, specifically burner trim and/or burner pan. Verify that there is no damage to the burner neck.
- 2. Plumbing:** Look for cracks or extreme bends/kinks in stainless steel flex-line. Look for abrasion or cuts/knicks in regulator hose, if present. Verify that there are no cracks or bends present on aluminum valve tubing.
- 3. Ignition Components:** Look for damage to the insulation of the ignitor and ground wires. Verify that there are no kinks or cracks in the copper thermocouple lead. Thermocouple will come installed in the valve from the factory.



# 3

## CLEARANCE REQUIREMENTS

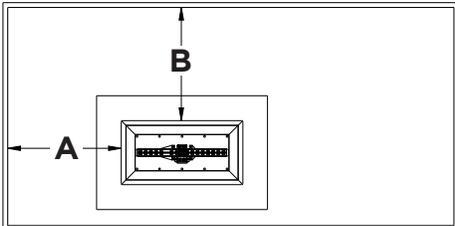
### A. SURROUNDING CLEARANCES

**! WARNING !**  
**FIRE RISK**

Follow all minimum clearance requirements. Failure to provide adequate clearance to combustible materials can result in property damage or loss of life.

Appliance should be installed in an enclosure and location that meets the following criteria:

- Easy access to appliance control panel
- Easy access to gas connections for service and maintenance.
- Does not restrict walkways around appliance and enclosure
- Installed on solid and level surface.



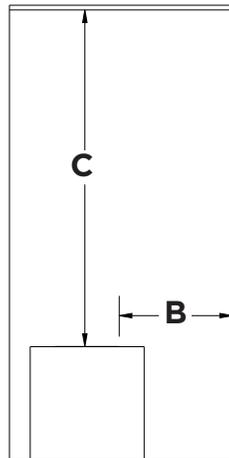
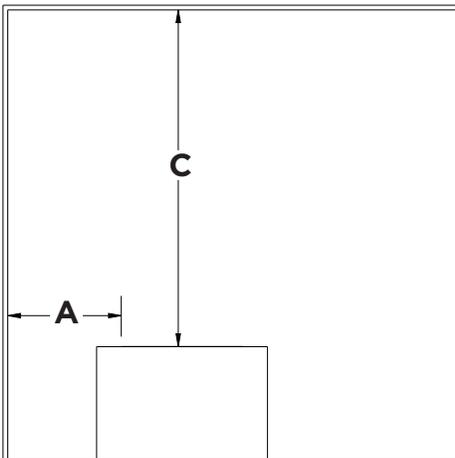
**! WARNING !**

**FOR OUTDOOR USE ONLY**

**What qualifies as an outdoor space?**

To qualify as an outdoor space, the area in which the appliance is installed must be no more restrictive than the following configurations:

- Walls on all four sides with no overhead cover.
- A partial enclosure with an overhead cover and two side walls. The walls can be parallel to each other or at right angles to each other.
- A partial enclosure that includes an overhead cover and three side walls where 30 percent of the surrounding side wall area is permanently open.



REQUIRED CLEARANCE		
A	B	C
24 in. (610 mm)	24 in. (610 mm)	72 in. (1830 mm)

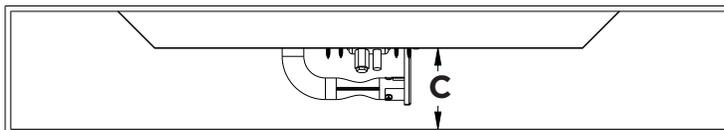
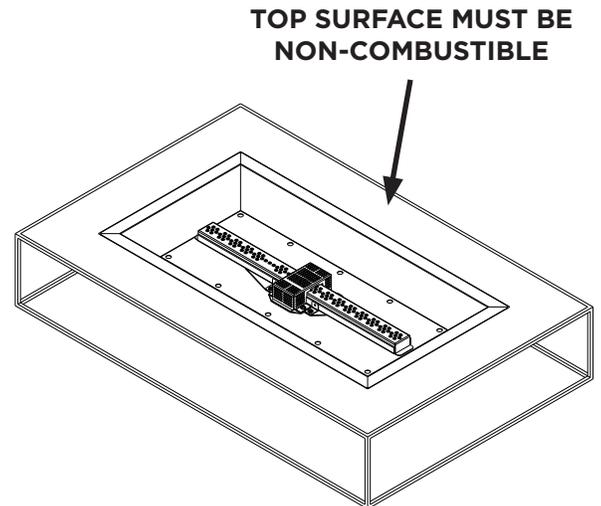
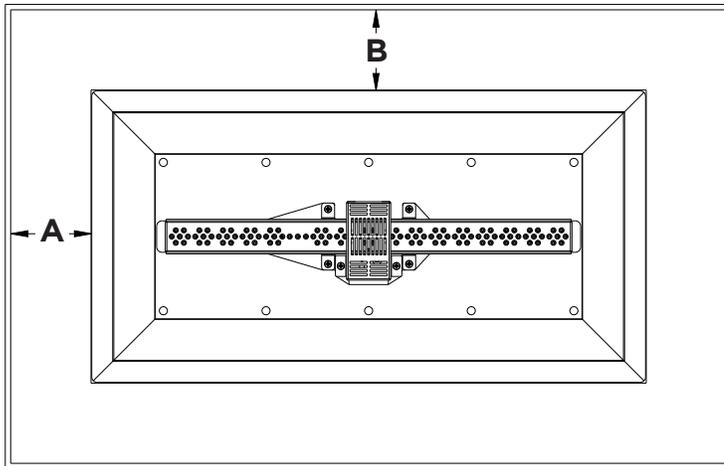
Burner model shown may not be the same model as your burner. Clearance requirements are 72 in. from the top of the burner to the any overhead combustibles and 24 in. from the edge of the burner trim to any combustibles side wall materials. Burner Plates (BP- models) must follow the clearance requirements of their corresponding CFP burner model.

## B. ENCLOSURE CLEARANCES FOR CFP MODELS



Follow all minimum clearance requirements. Failure to provide adequate clearance to combustible materials can result in property damage or loss of life.

REQUIRED CLEARANCE TO COMBUSTIBLES			
BURNER MODEL	A	B	C
CFP1224-B	4 in. (102 mm)	4 in. (102 mm)	4 in. (102 mm)
CFP1242-B			
CFP1264-B			
CFP1272-B			
CFP1284-B			
CFP1296-B			
CFP12108-B			
CFP12120-B			



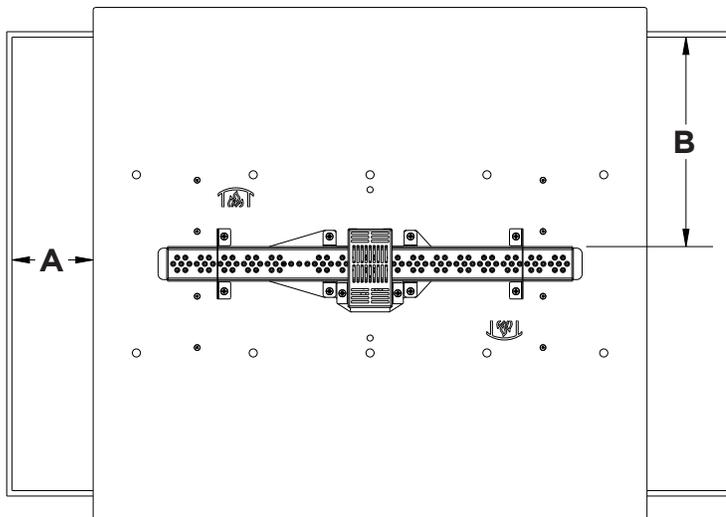
## C. ENCLOSURE CLEARANCES FOR BP MODELS



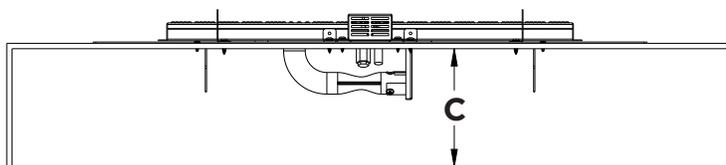
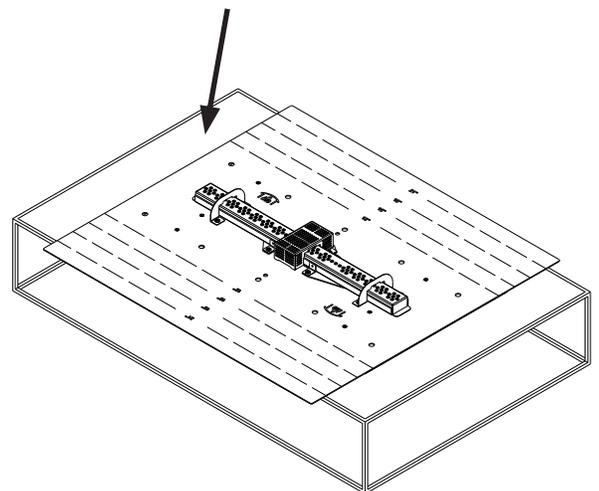
**WARNING**

Follow all minimum clearance requirements. Failure to provide adequate clearance to combustible materials can result in property damage or loss of life.

REQUIRED CLEARANCE TO COMBUSTIBLES			
BURNER MODEL	A	B	C
BP2424-B	4 in. (102 mm)	10 in. (254 mm)	4 in. (102 mm)
BP2442-B			
BP2464-B			
BP2472-B			
BP2484-B			
BP2496-B			
BP24108-B			
BP24120-B			



TOP SURFACE MUST BE  
NON-COMBUSTIBLE

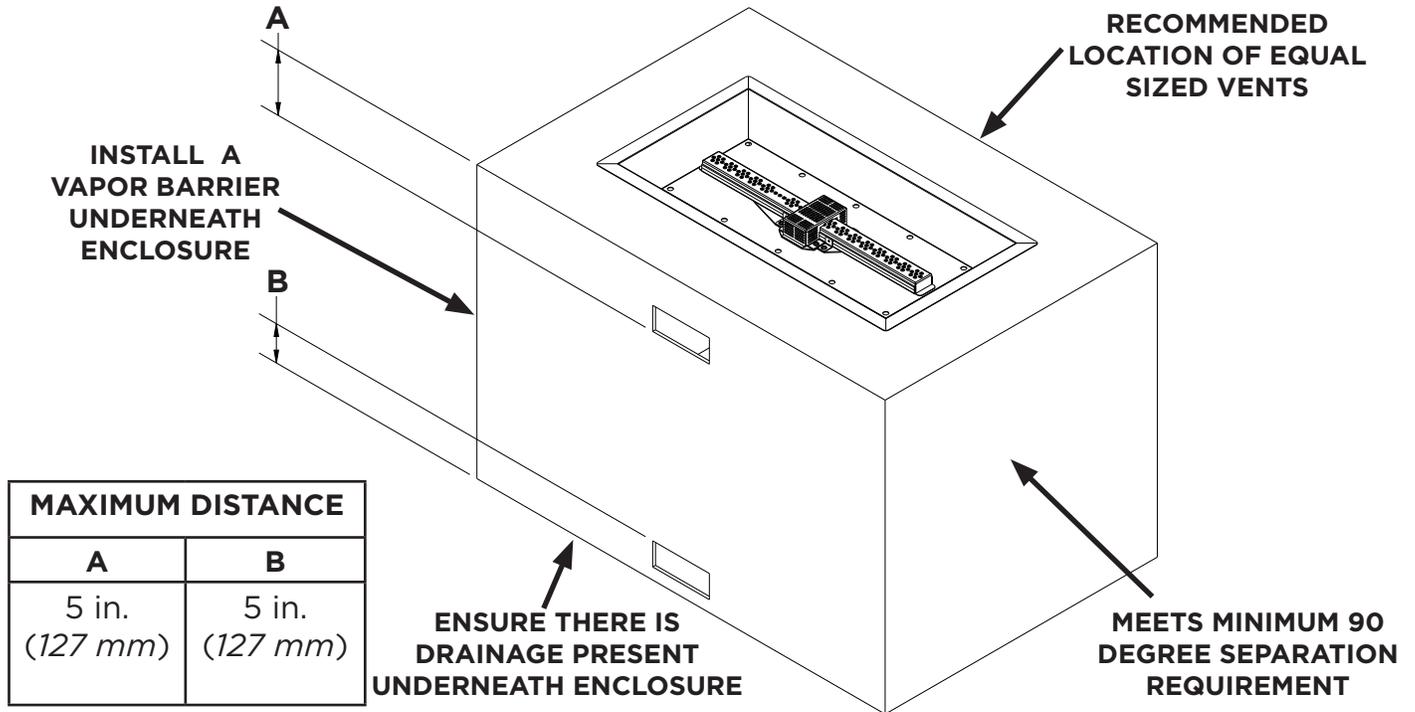


# 4

## ENCLOSURE DESIGN

### A. SELF-CONTAINED PROPANE CYLINDER SYSTEMS

The Outdoor GreatRoom Company has vent blocks available for DIY landscape block projects as well as vent plates for other enclosures. See Reference Materials for more information.



#### MINIMUM VENTILATION REQUIREMENTS:

Two (2x) openings of equal size located within 5 in. (127 mm) of the top of the enclosure and separated by a minimum of 90 degrees. The openings shall have a total free area of not less than 1 in.<sup>2</sup>/lb. (14.2 cm<sup>2</sup>/kg) of stored fuel capacity. For a 20 lb. propane cylinder, each opening must be 10 in.<sup>2</sup> (64 cm<sup>2</sup>).

Two (2x) openings of equal size located within 5 in. (127 mm) of the bottom of the enclosure and separated by a minimum of 90 degrees. The openings shall have a total free area of not less than 1/2 in.<sup>2</sup>/lb. (7.1 cm<sup>2</sup>/kg) of stored fuel capacity. For a 20 lb. propane cylinder, each opening must be 5 in.<sup>2</sup> (32 cm<sup>2</sup>).

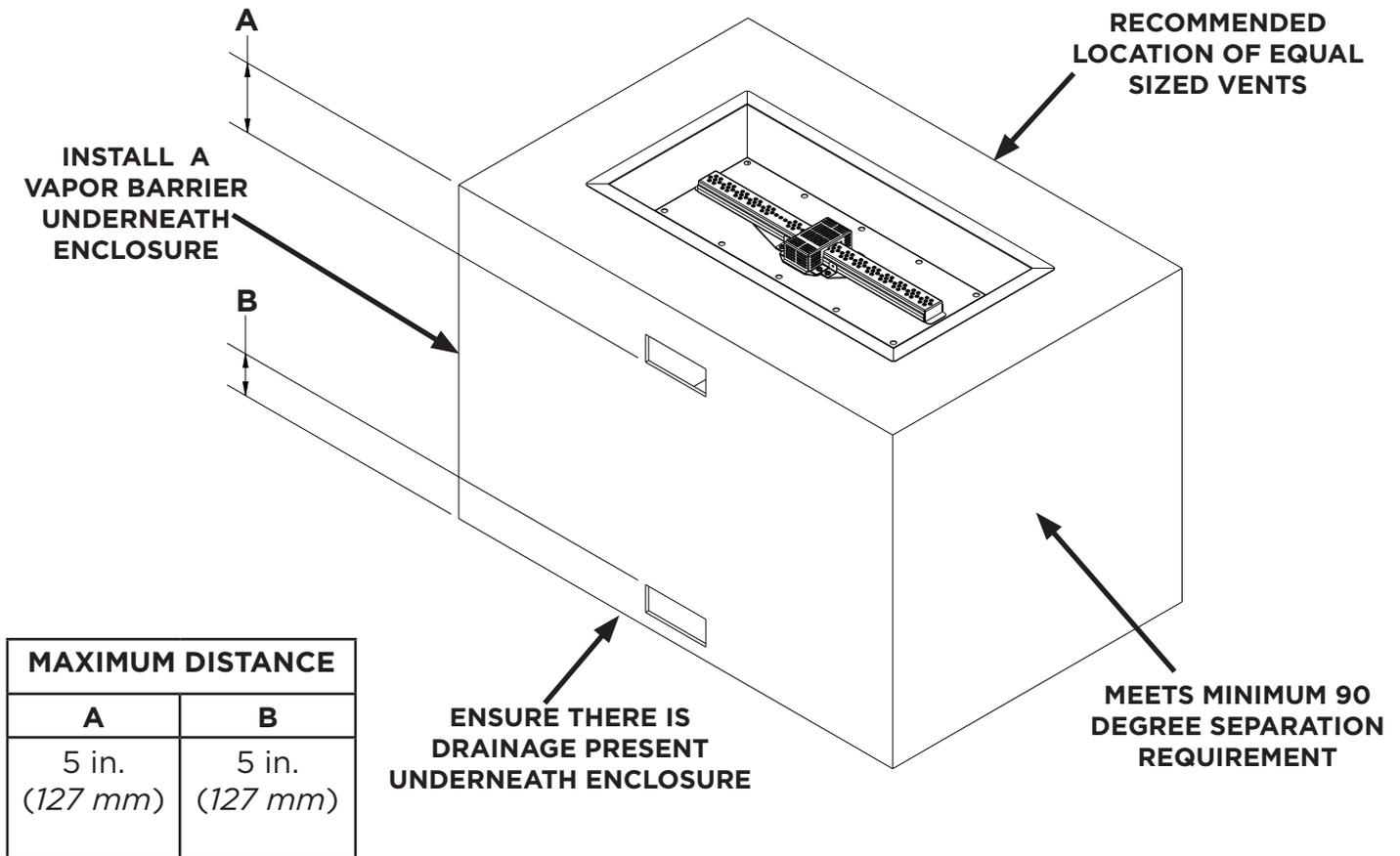
Every opening shall have minimum dimensions so as to permit the entrance of an 1/8 in. (3.2 mm) diameter rod. No screen or mesh should be used.

Enclosures built to house a self-contained propane cylinder **MUST HAVE** ventilation at the top and bottom of the enclosure. This allows for quick dissipation of gas in the event of a leak, or in the event of venting from the tank when over-pressurized. Propane is denser than air and settles in low places. Ventilation also helps to prevent excessive condensation.

**Burner model shown may not be the same model as your burner.**

## B. HARD-PIPED FUEL SYSTEMS

The Outdoor GreatRoom Company has vent blocks available for DIY landscape block projects as well as vent plates for other enclosures. See Reference Materials for more information.



### RECOMMENDED VENTILATION GUIDELINES :

**NATURAL GAS:** Two (2x) openings of equal size located within 5 in. (127 mm) of the top of the enclosure and separated by a minimum of 90 degrees. The openings shall have a total free area 20 in.<sup>2</sup> (256 cm<sup>2</sup>), or 10 in.<sup>2</sup> (128 cm<sup>2</sup>) each.

**PROPANE:** Two (2x) openings of equal size located within 5 in. (127 mm) of the bottom of the enclosure and separated by a minimum of 90 degrees. The openings shall have a total free area 20 in.<sup>2</sup> (256 cm<sup>2</sup>), or 10 in.<sup>2</sup> (128 cm<sup>2</sup>) each.

Every opening shall have minimum dimensions so as to permit the entrance of an 1/8 in. (3.2 mm) diameter rod. No screen or mesh should be used.

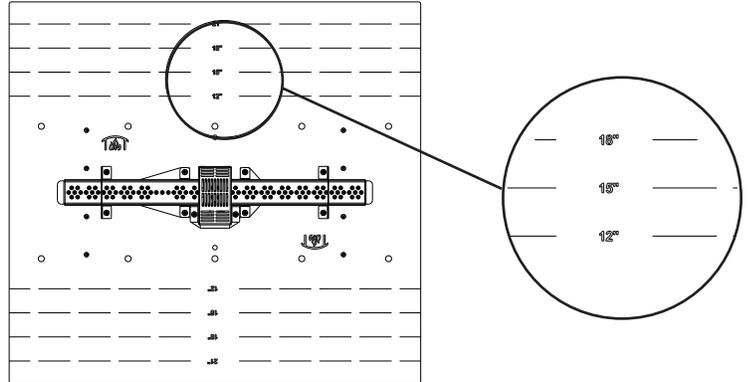
Ventilation is NOT required in enclosures built for hard-piped fuel systems. It is recommended for the quick dissipation of gas in the event of a leak. Propane is denser than air and settles in low places. Natural gas is less dense than air and rises. Ventilation also helps to prevent excessive condensation.

**Burner model shown may not be the same model as your burner.**

## C. BURNER PLATE SPECIFIC INSTRUCTIONS

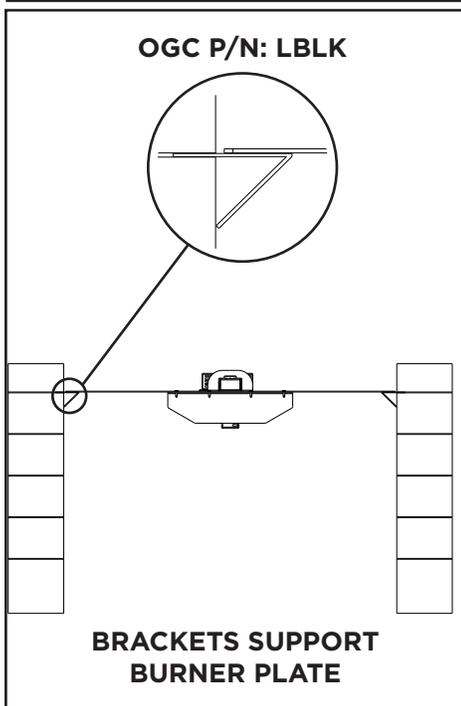
**Burner Plates can be cut to required width based on application requirements.**

- Common widths are etched into the surface of the burner plate for quick reference.
- Burner plate can be cut down to a minimum width of 12 in. (305 mm)
- Cutting should be done only with a circular saw or jigsaw equipped with a blade designed for cutting aluminum.

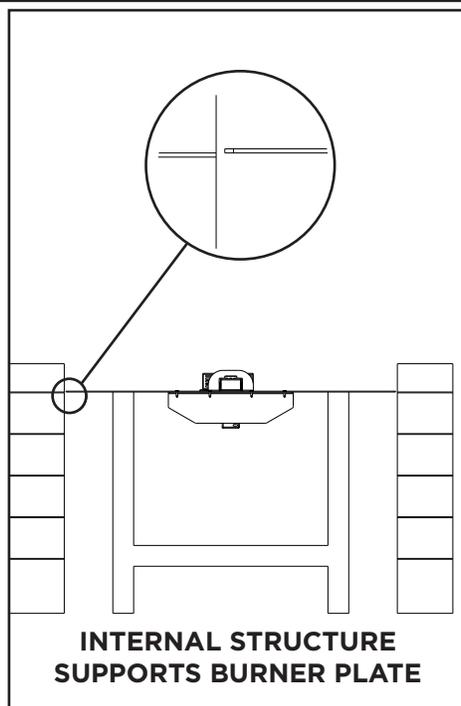


**Burner Plates can be installed in three (3x) different configurations:**

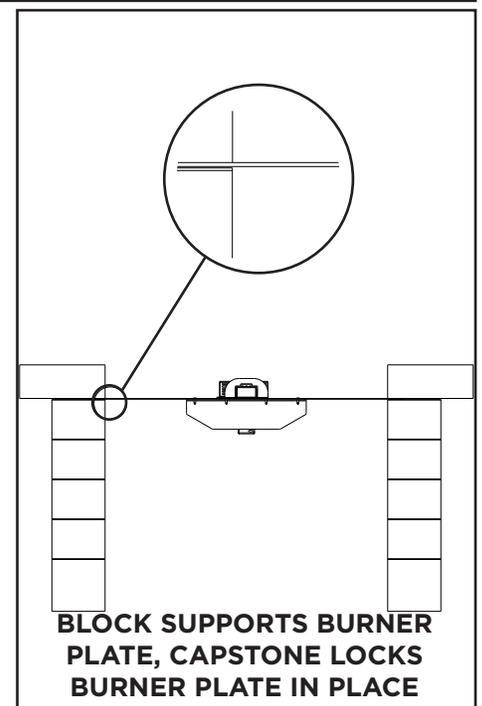
1. Supported on the edges of the burner plate with optional linear burner plate ledge kit (P/N: LBLK). See Reference Materials (Pg. 31) for more information. Burner plate can be freely removed through top of enclosure for service and maintenance.
2. Supported from below the burner plate with site-built internal structure. Burner plate can be freely removed through top of enclosure for service and maintenance.
3. Supported on edge by landscape block and held captive by capstone material. **There MUST BE means provided in the enclosure to access the gas supply and burner controls/components for service and maintenance if this configuration is used.**



*Configuration 1*



*Configuration 2*



*Configuration 3*

# 5

## GAS SETUP INFORMATION



### WARNING

#### FIRE AND EXPLOSION RISK VERIFY INLET PRESSURES

- High pressure may cause an over-fire condition.
- Low pressure may cause delayed ignition and explosion.
- Minimum pressure must be verified when ALL household appliances are operating.

**AN APPLIANCE REGULATOR MUST BE INSTALLED UPSTREAM OF THE APPLIANCE FOR ALL PRESSURES ABOVE 14 IN. WC FOR LIQUID PROPANE AND ALL PRESSURES ABOVE 11 IN. WC FOR NATURAL GAS.**

- Pressure requirements for the appliance are shown in the table below. Pressure readings must be obtained **WHILE THIS APPLIANCE AND ALL OTHER APPLIANCES ON THE SUPPLY LINE ARE IN OPERATION.**
- Although it is safe to operate at the minimum inlet pressure, the unit should be operating at the ideal inlet pressure.

### C. GAS SUPPLY AND CONNECTION

- All fixed fuel piping (hard-piped) systems shall be installed to local building codes; if none exist, *ANSI Z223.1 / NFPA 54* should be followed.
- Installation of fixed fuel piping (hard-piped) systems should be performed only by authorized installers approved and/or licensed as required by the locality.
- A dedicated manual shut-off valve shall be installed upstream of this appliance and its controls.
- This appliance and its dedicated manual shut-off valve must be disconnected from the main gas supply system during any pressure testing in excess of 1/2 psi (3.5 kPa).
- This appliance must be isolated from the main gas supply by closing its dedicated manual shutoff valve during any pressure testing of the gas supply system at test pressures equal to or less than 1/2 psi (3.5 kPa).

### A. FUEL TYPE

- Before making any gas connections, ensure the appliance being installed is compatible with the available fuel type.
- All Crystal Fire® Plus burners come configured for use on propane. A natural gas conversion kit is included with the burner.

### B. GAS PRESSURE

- Proper inlet pressures are required for optimal performance and safety. Gas line sizing is **EXTREMELY** important and should be performed only by a qualified gas professional. Supply line sizing requirements need to be made following *ANSI Z223.1 / NFPA 54*.

MINIMUM INLET PRESSURE		MAXIMUM INLET PRESSURE		IDEAL INLET PRESSURE	
PROPANE	NATURAL GAS	PROPANE	NATURAL GAS	PROPANE	NATURAL GAS
8.0 in. WC (2.0 kPa)	3.5 in. WC (0.87 kPa)	14.0 in. WC (3.5 kPa)	10.5 in. WC (2.6 kPa)	11.0 in. WC (2.7 kPa)	7.0 in. WC (1.7 kPa)

## D. LEAK CHECK AND LINE PURGE

Once the gas piping system is in place, all fittings and connections need to be checked for leaks.

- Use a commercially-available, non-corrosive leak check solution.
- Once leak test is complete, be sure to rinse off all remaining leak check solution from the gas piping system.

### WARNING: CHECK FOR GAS LEAKS

#### FIRE RISK EXPLOSION RISK ASPHYXIATION RISK

- Check all fittings and connections.
- Do not use an open flame.
- Eliminate possible ignition sources such as open flames and sparks during leak check.
- Presence of gas leaks can lead to high levels of carbon monoxide. If leaks are detected, ensure proper ventilation is available to expedite the dissipation of leaked gas.

After leak check has been performed and the gas supply system is leak-free, a purge of the air in the supply line should be performed in order to ensure a safe, undelayed first ignition of the appliance.

### WARNING

#### FIRE RISK EXPLOSION RISK

- Gas build-up during purge may ignite.
- Purge should be performed by an authorized gas technician.
- Eliminate possible ignition sources such as open flames and sparks during line purge.
- Ensure adequate ventilation.

## E. ADDITIONAL GAS SUPPLY INFORMATION

For propane installations using a non-disposable, self-contained propane supply system (20 lb. propane tank and the manufacturer supplied regulator hose):

- The propane cylinder used with this appliance must be constructed and marked in accordance with the *U.S. Department of Transportation (D.O.T.) Specifications for Propane-Gas Cylinders, or the Standard for Cylinders, Spheres, and Tubes for Transportation of Dangerous Goods and Commission, CAN / CSA-B339*, as applicable.
- The propane cylinder must be provided with a listed overfill prevention device (OPD).
- The propane cylinder must be compatible with the regulator hose supplied by the manufacturer with this appliance.

### WARNING

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Read the installation, operating, and maintenance instructions thoroughly before installing or servicing this equipment.

### WARNING

Installation and repair should be performed only by a qualified service technician.

# 6

## BURNER INSTALLATION

### A. PROPANE CYLINDER INSTALLATIONS

#### ! IMPORTANT !

Other media options apart from the supplied clear glass gems can be used in Crystal Fire Plus burners, BUT they should be supplied by The Outdoor GreatRoom Company. This ensures that the proper amount of media is used and that the media is approved for use in gas appliances.

**MEDIA MUST BE IN PLACE DURING OPERATION.** Operation of appliance without media in place will damage the burner.

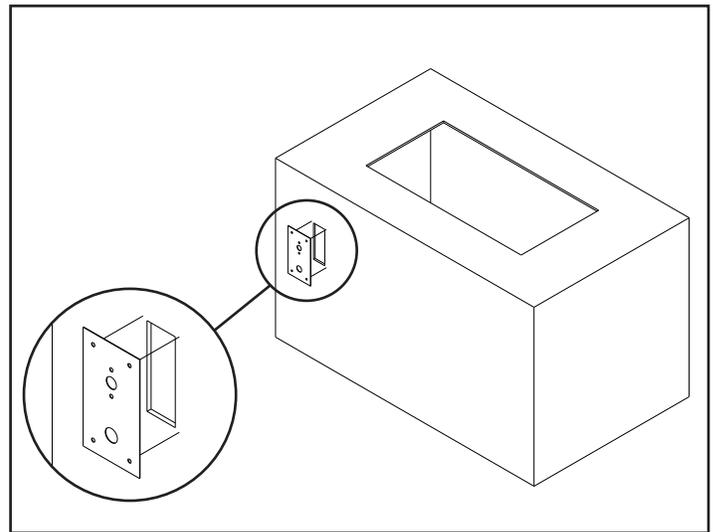
**Overfilling of the burner with media can cause adverse operational issues.**

**Use of burner media other than that supplied by The Outdoor GreatRoom Company is not recommended and could lead to operational issues.**

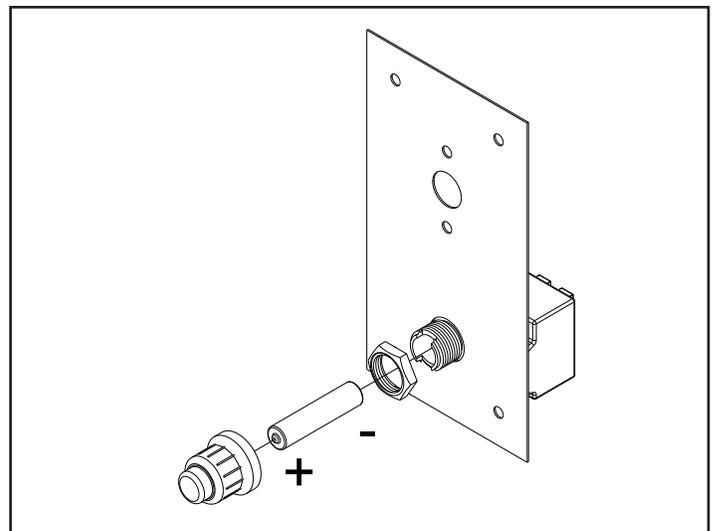
1. Secure supplied control panel to enclosure with suitable fasteners. See *Image 6.1*. If installing burner into an Outdoor GreatRoom Company fire table, a control panel will already be installed and the supplied control panel can be recycled. A control panel for landscape block applications is available from The Outdoor GreatRoom Company. See Reference Materials for more information.
2. Remove cap and hex nut from sparker box. Put threaded section of sparker box through control panel and secure in place with hex nut. Install one (1x) AAA battery in the sparker box and secure cap onto sparker as shown in *Image 6.2*.

#### ! WARNING !

**Installation and repair should be performed only by a qualified service technician.**

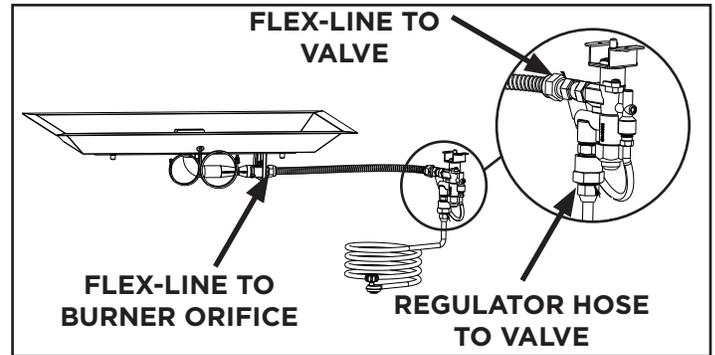


*Image 6.1*



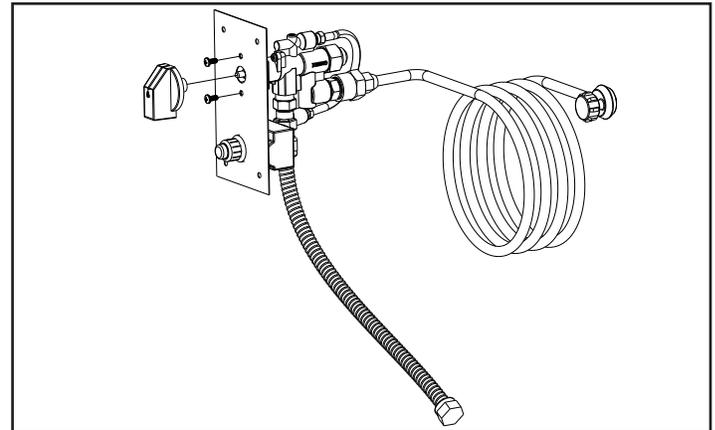
*Image 6.2*

3. Using adjustable wrenches, tighten all connections shown in *Image 6.3*. This serves as a final safety measure as all fittings come tightened to their proper torque specification from the factory.



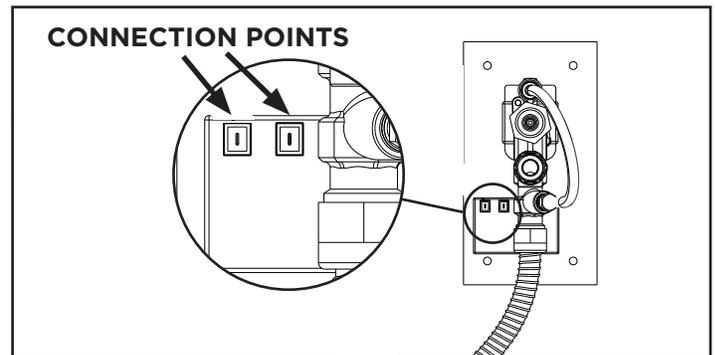
*Image 6.3*

4. Secure manual control valve to control panel with two (2x) supplied Phillips head screws. Install control knob onto valve stem. See *Image 6.4*. Carefully position burner flex-line to ensure thermocouple is not kinked or damaged.



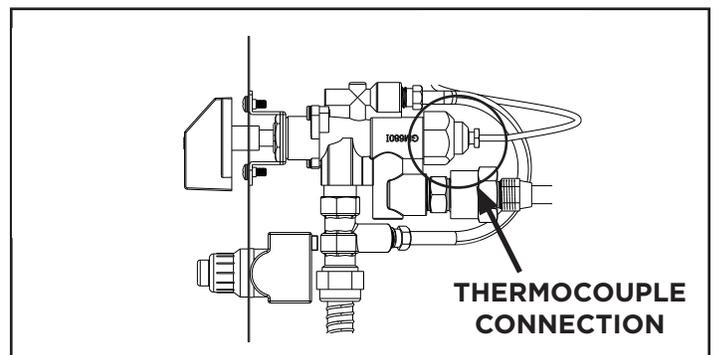
*Image 6.4*

5. Connect ignitor (orange) and ground (black) wire to sparker box. See *Image 6.5*. Either wire can connect to either connection point. The appliance will operate normally in either configuration.



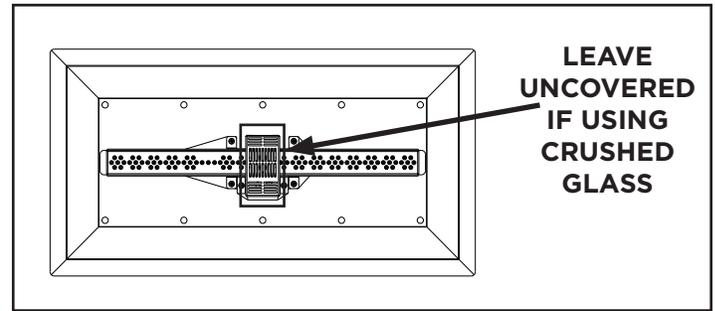
*Image 6.5*

6. Visually inspect thermocouple for kinks or damage along its length. Verify that the connection is properly tightened (~1 visible thread). See *Image 6.6*. Damage to the thermocouple and/or a loose connection will cause operational issues. Use a 3/8 in. wrench if connection needs to be tightened.



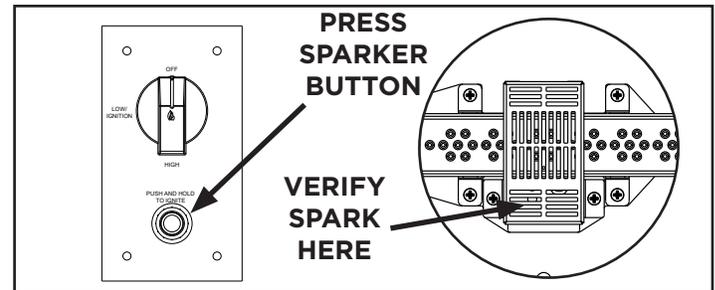
*Image 6.6*

7. Carefully place burner assembly into enclosure. Evenly spread glass media over entire burner surface. Media **CAN** cover the ignition wind guard, **EXCEPT FOR** crushed glass media or any media with outer dimensions smaller than 1/2 in. (12.7 mm). See *Image 6.7*.



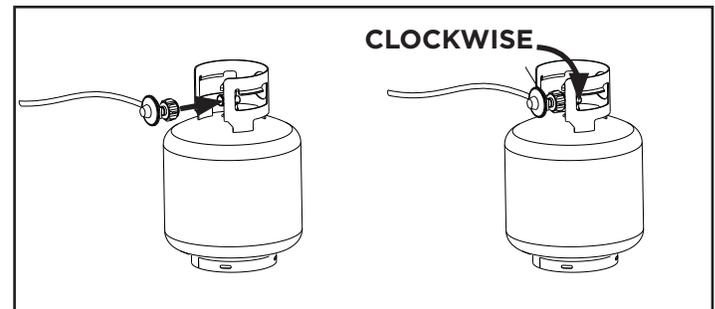
*Image 6.7*

8. Press and hold sparker button to verify presence of spark. Look inside ignition wind guard for visible spark. See *Image 6.8*.



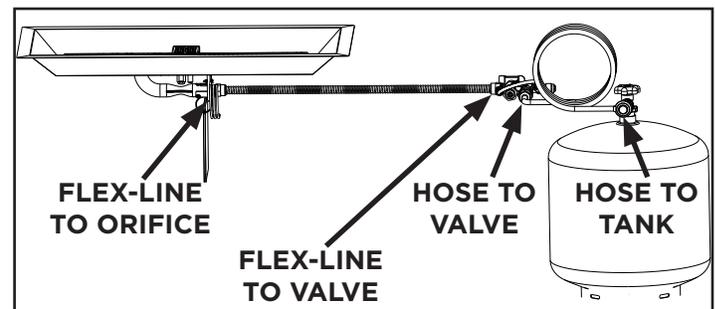
*Image 6.8*

9. Ensure propane cylinder valve is closed. Hand-tighten propane regulator hose to propane cylinder. See *Image 6.9*.



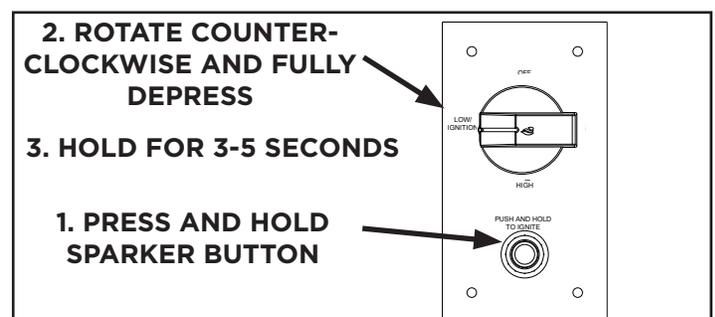
*Image 6.9*

10. Verify that control valve is in the OFF position. Apply commercially-available, non-corrosive leak check solution to all gas connection points. See *Image 6.10*. Slowly open valve on propane cylinder and check for any bubbles on inlet side of gas system. If bubbles are present, close propane cylinder valve immediately and tighten all fittings again using adjustable wrenches.



*Image 6.10*

11. If no leaks are present, a first lighting and final leak check can be performed. With propane cylinder valve open, turn control valve to the LOW/IGNITION position. Press and hold sparker button, slowly and completely depress the knob of the control valve. Hold knob in for 3-5 seconds while still pressing sparker button. See *Image 6.11*. Burner should be ignited and valve can be released. Verify no bubbles are present on the outlet side of gas system.



*Image 6.11*

12. If no leaks are present on outlet side of gas system, the **Crystal Fire Plus burner is ready for normal operation**. If leaks are present, turn control valve to OFF position and close the propane cylinder valve. Re-tighten all fittings and repeat Steps 10 and 11.

## B. NATURAL GAS CONVERSION PROCESS



### WARNING

Installation and repair should be performed only by a qualified service technician.

- Using an 11 mm wrench, remove the low-rate bypass tube from the control valve. See *Image 6.12*. **The cable ties securing the thermocouple to the bypass tube and flex-line can be cut to make this process easier.**
- With a small flat-blade screwdriver, remove the valve orifice and replace with the natural gas valve orifice specified on Pg. 6 of this manual. Once natural gas valve orifice is installed, or if no valve orifice is required, low-rate bypass tube can be reinstalled using 11 mm wrench. **NO PIPE THREAD SEALANT OF ANY KIND IS REQUIRED ON THESE COMPRESSION FITTINGS.** See *Image 6.13*.
- Using adjustable wrenches, remove burner flex-line from burner orifice or orifice holder. Remove the burner orifice or orifice holder from the burner and remove the propane orifice spud (if applicable) from the burner orifice holder. Install the supplied natural gas orifice or orifice spud as specified on Pg. 6 of this manual. Reinstall burner orifice holder into burner (if applicable). See *Image 6.14*.
- Loosen air shutter screw with Phillips screwdriver. Close the air shutter fully for applications below 2500 ft. elevation. See *Image 6.15*. For elevations 4000 ft. and above, air shutter opening should start at 1/16 in. (1.6 mm) and increase in increments of 1/16 in. (1.6 mm) for every 1000 ft. of elevation change. This can be adjusted dependent upon energy content of the fuel to optimize flame appearance.
- Using adjustable wrenches, reconnect the burner flex-line to the burner orifice holder and tighten securely. **NATURAL GAS CONVERSION IS COMPLETE.**

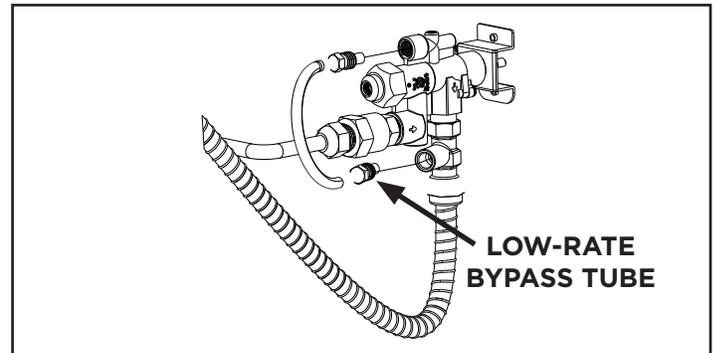


Image 6.12

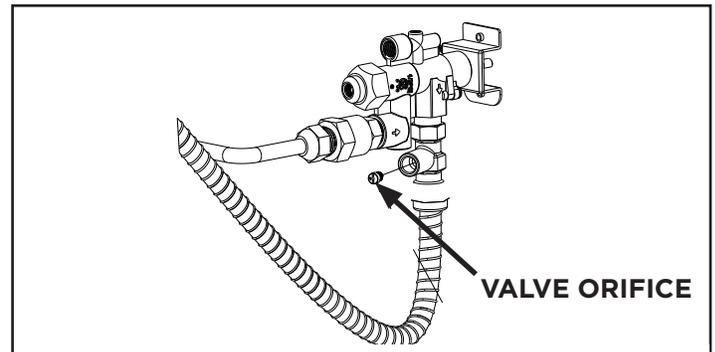


Image 6.13

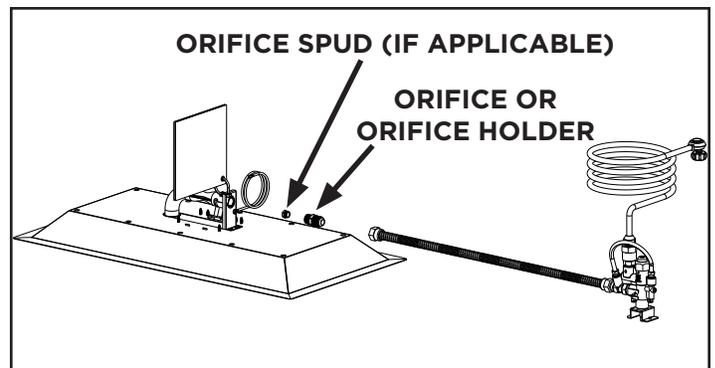


Image 6.14

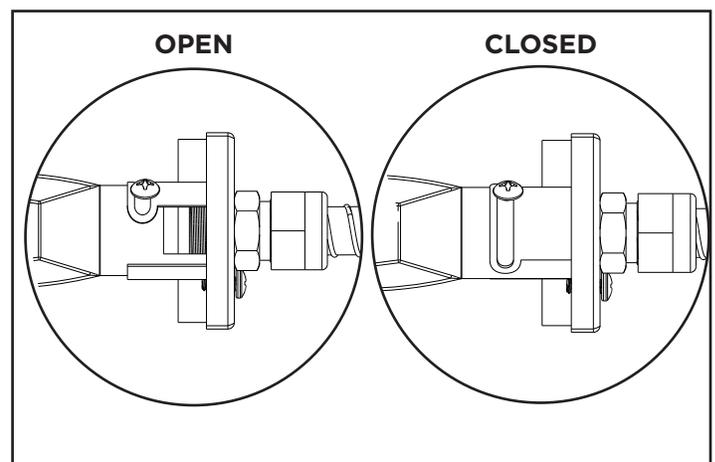


Image 6.15

## C. HARD-PIPED FUEL SYSTEM INSTALLATIONS

### ! IMPORTANT !

Other media options apart from the supplied clear glass gems can be used in Crystal Fire Plus burners, BUT they should be supplied by The Outdoor GreatRoom Company. This ensures that the proper amount of media is used and that the media is approved for use in gas appliances.

**MEDIA MUST BE IN PLACE DURING OPERATION.** Operation of appliance without media in place will damage the burner.

**Overfilling of the burner with media can cause adverse operational issues.**

**Use of burner media other than that supplied by The Outdoor GreatRoom Company is not recommended and could lead to operational issues.**

1. Secure supplied control panel to enclosure with suitable fasteners. See *Image 6.16*. If installing burner into an Outdoor GreatRoom Company fire table, a control panel will already be installed and the supplied control panel can be recycled. A control panel for landscape block applications is available from The Outdoor GreatRoom Company. See Reference Materials for more information.
2. Remove cap and hex nut from sparker box. Put threaded section of sparker box through control panel and secure in place with hex nut. Install one (1x) AAA battery in the sparker box and secure cap onto sparker as shown in *Image 6.17*.
3. Using adjustable wrenches, tighten all connections shown in *Image 6.18*. This step serves as a final safety measure as all fittings come tightened from the factory.

### ! WARNING !

Installation and repair should be performed only by a qualified service technician.

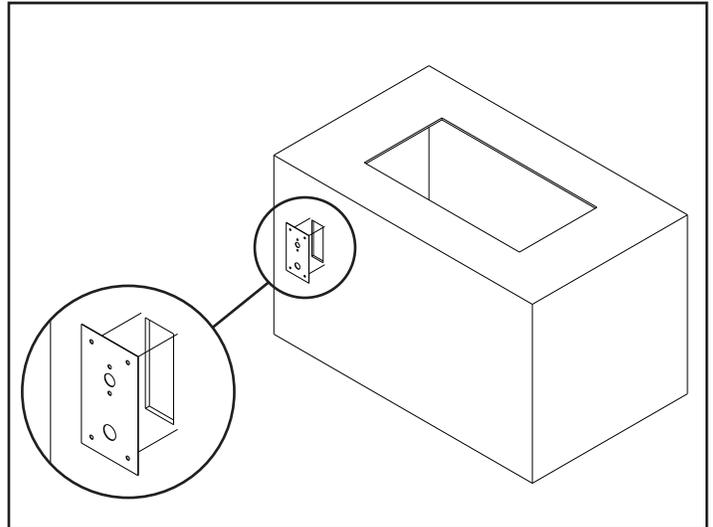


Image 6.16

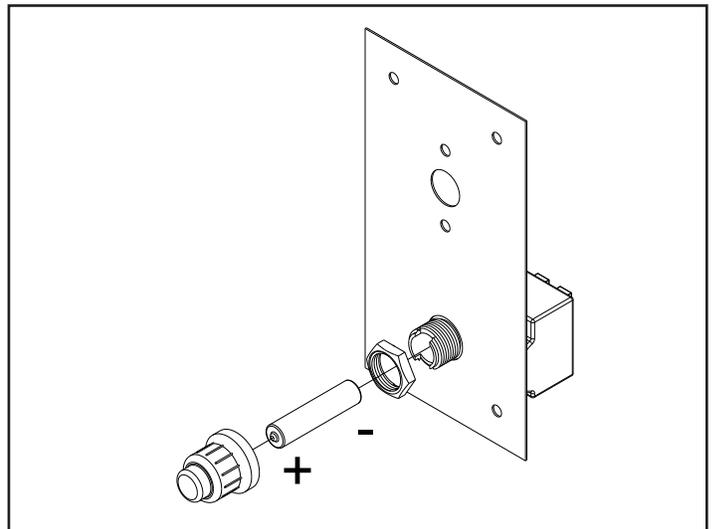


Image 6.17

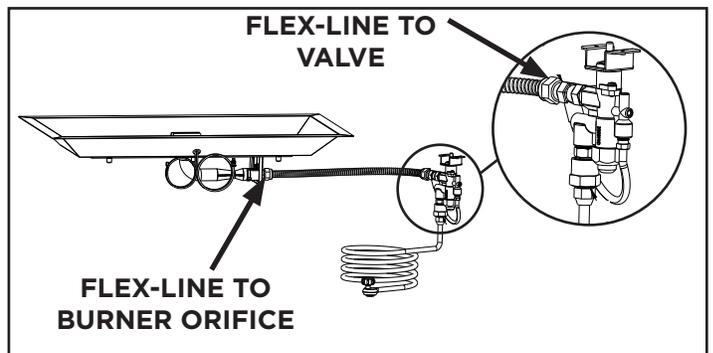
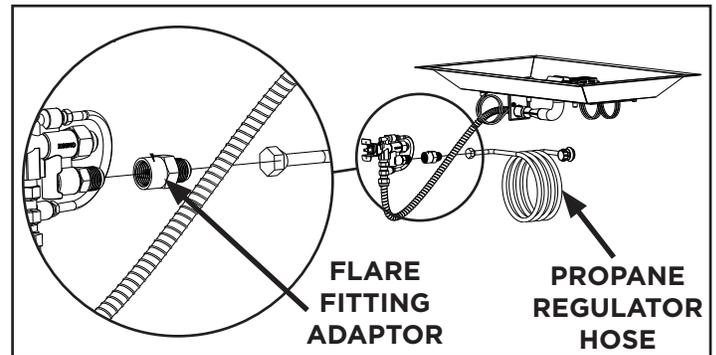


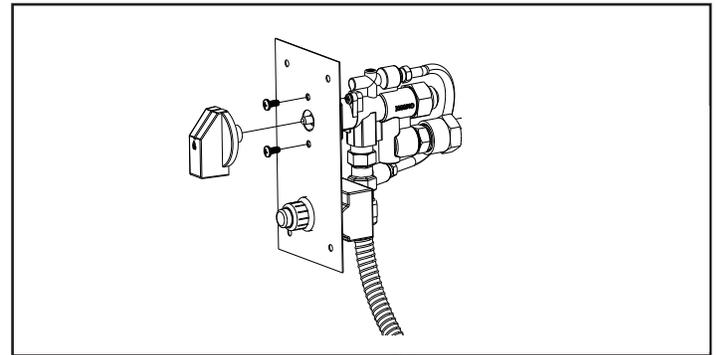
Image 6.18

4. Using adjustable wrenches, remove propane regulator hose and flare fitting adaptor. See *Image 6.19*. **DO NOT ATTEMPT TO REMOVE ANY FITTINGS ON THE CONTROL VALVE WITH CEMENT ON THEM.**



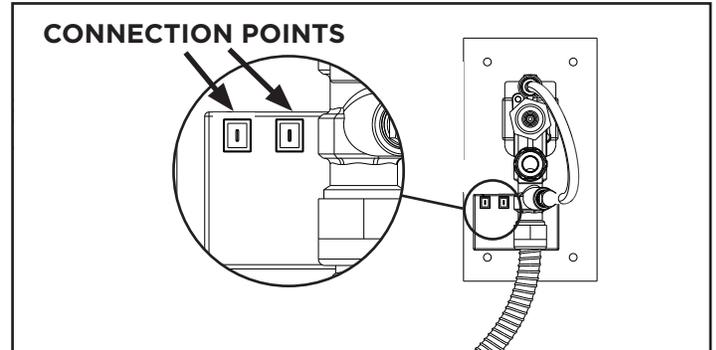
*Image 6.19*

5. Secure control valve (VCSV) to control panel with two (2x) supplied Phillips head screws. Install control knob onto valve stem. See *Image 6.20*. Carefully position burner flex-line to ensure thermocouple is not kinked or damaged.



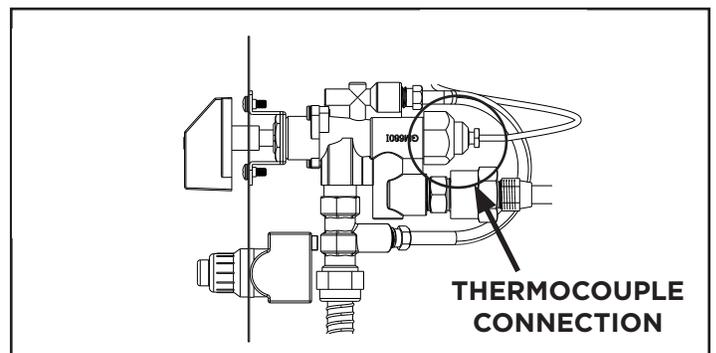
*Image 6.20*

6. Connect ignitor (orange) and ground (black) wire to sparker box. See *Image 6.21*. Either wire can connect to either connection point. The appliance will operate normally in either configuration.



*Image 6.21*

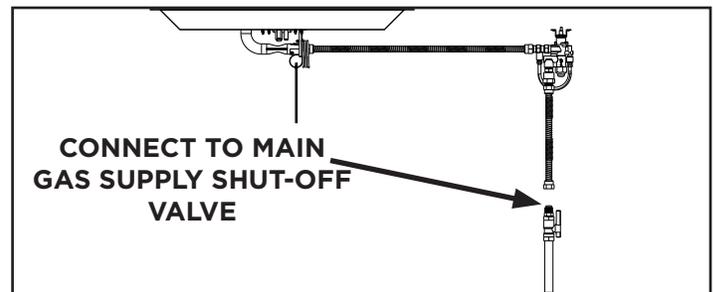
7. Visually inspect thermocouple for kinks or damage along its length. Verify that the connection is properly tightened (~1 visible thread). See *Image 6.22*. Damage to the thermocouple and/or a loose connection will cause operational issues. Use a 3/8 in. wrench if connection needs to be tightened.



*Image 6.22*

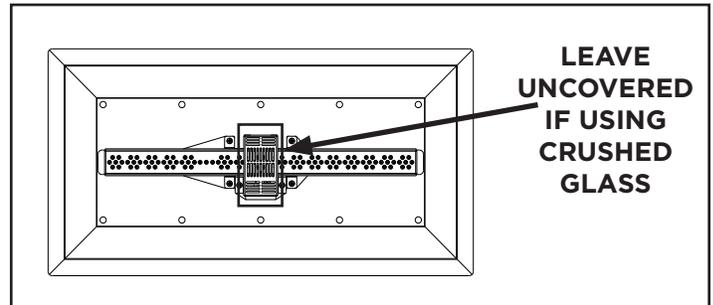
8. Connect main gas supply to 1/2 in. male flare fittings on control valve using adjustable wrenches. See *Image 6.23*. **NO PIPE THREAD SEALANT OF ANY KIND IS REQUIRED ON FLARE FITTINGS.**

Smooth copper pipe is recommended for best operation. The Outdoor GreatRoom Company™ offers whistle-free corrugated flex-lines for this connection in a variety of lengths. See Reference Materials for more information.



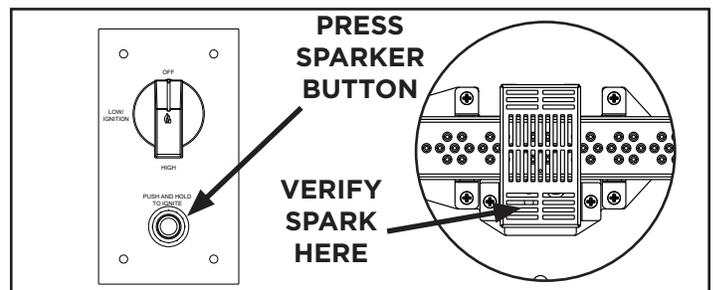
*Image 6.23*

9. Carefully place burner assembly into enclosure. Evenly spread glass media over entire burner surface. Media **CAN** cover the ignition wind guard, **EXCEPT FOR** crushed glass media or any media with outer dimensions smaller than 1/2 in. (12.7 mm). See *Image 6.24*.



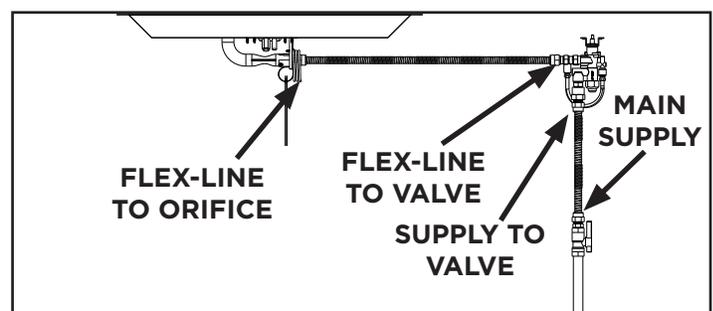
*Image 6.24*

10. Press and hold sparker button to verify presence of spark. Look inside ignition wind guard for visible spark. See *Image 6.25*.



*Image 6.25*

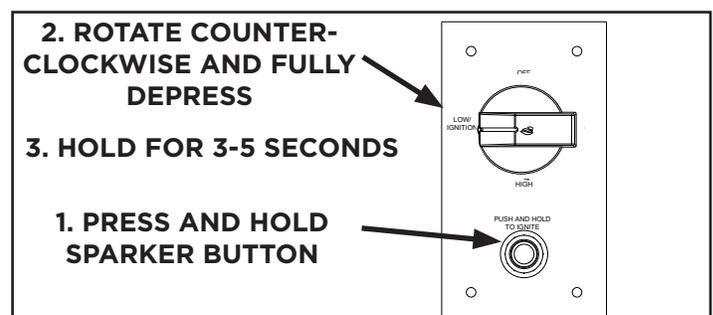
11. Ensure main gas supply valve is closed.  
12. Verify that control valve is in the OFF position. Apply commercially-available, non-corrosive leak check solution to all gas connection points. See *Image 6.26*. Slowly open main gas supply shut-off valve and check for any bubbles on inlet side of gas system. If bubbles are present, close main gas supply shut-off valve immediately and tighten all fittings again using adjustable wrenches.



*Image 6.26*

13. If no leaks are present, a first lighting and final leak check can be performed. With propane cylinder valve open, turn control valve to the LOW/IGNITION position. Press and hold sparker button, slowly and completely depress the knob of the control valve. Hold knob in for 3-5 seconds while still pressing sparker button. See *Image 6.27*. Burner should be ignited and valve can be released. Verify no bubbles are present on the outlet side of gas system.

14. **If no leaks are present on outlet side of gas supply system, the Crystal Fire® Plus burner is ready for normal operation.** If leaks are present, turn control valve to OFF position and close main gas supply shut-off valve. Re-tighten all fittings and repeat Steps 12 and 13.



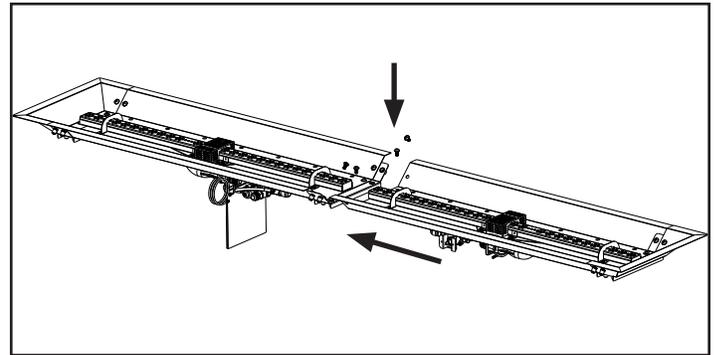
*Image 6.27*

## D. DOUBLE-PAN BURNER SPECIFIC INSTRUCTIONS

Any burner larger than a CFP1264/BP2464 is considered a “double-pan” configuration. These burners have specific requirements during installation.

### CFP Burner Assemblies:

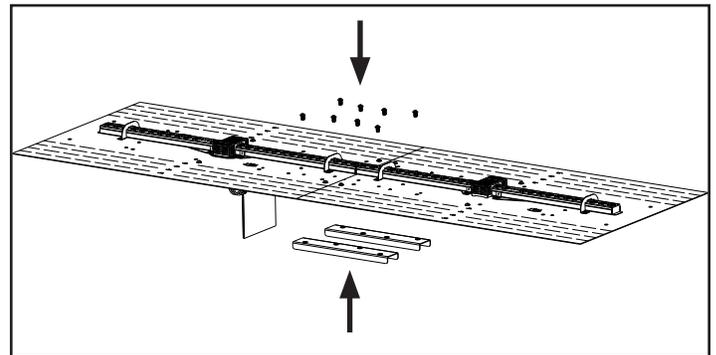
1. Using supplied hardware, connect the two (2) halves of the burner assembly with the mending bracket attached to one (1) half of the burner trim. See *Image 6.28*.



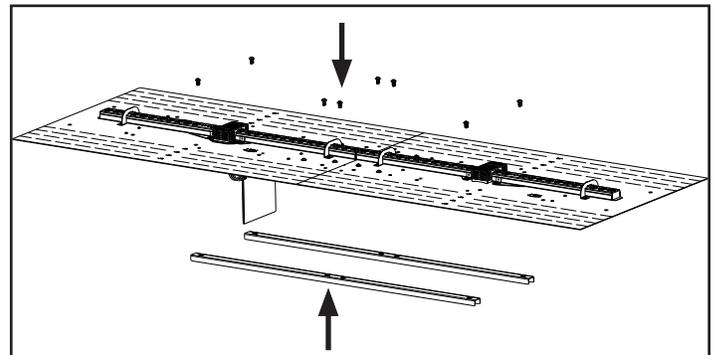
*Image 6.28*

### BP Burner Assemblies:

1. Using the supplied hardware, connect the two (2) halves of the burner together with the short mending brackets in the center of the burner plates. See *Image 6.29*.
2. Using the supplied hardware, secure the longitudinal support struts to the burner plate assembly. See *Image 6.30*.



*Image 6.29*



*Image 6.30*

# 7

## LIGHTING AND OPERATION



### WARNING

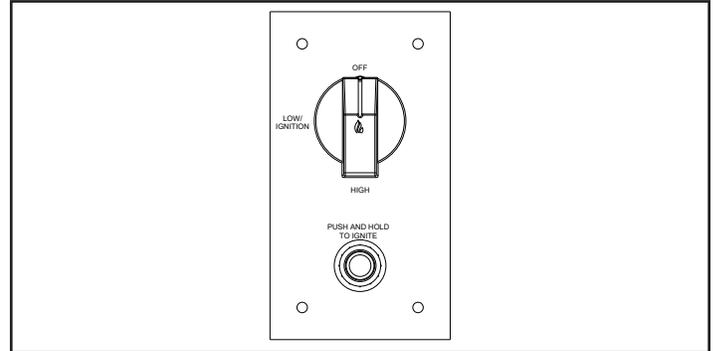
#### FIRE OR EXPLOSION HAZARD

If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury, or loss of life.

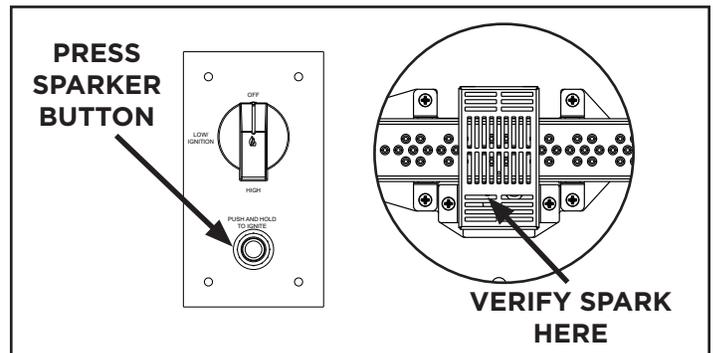
1. Verify that control valve is in OFF position. See *Image 7.1*. If operating on a self-contained propane cylinder, ensure that cylinder valve is CLOSED. If operating on a hard-piped fuel system, ensure main gas supply shut-off valve and all other valves in gas system are OPEN.
2. If operating on a self-contained propane cylinder, slowly open cylinder valve.
3. Press and hold sparker button. Verify an audible and visible spark is present within the ignition wind guard. See *Image 7.2*.
4. Gently depress and turn knob on control valve to LOW/IGNITION position. Fully depress the knob and hold for 3-5 seconds. See *Image 7.3*. Burner should be ignite and continue to operate when knob is released.
5. If burner does not light or remain lit after 20 seconds of attempting ignition, turn control valve to OFF position. and wait 5 minutes to allow gas to dissipate before attempting ignition again. **DO NOT ATTEMPT TO LIGHT BURNER IF YOU SMELL GAS.**
6. With burner lit and operating, the flame height can be adjusted between LOW and HIGH at any time. See *Image 7.4*.

### TO EXTINGUISH

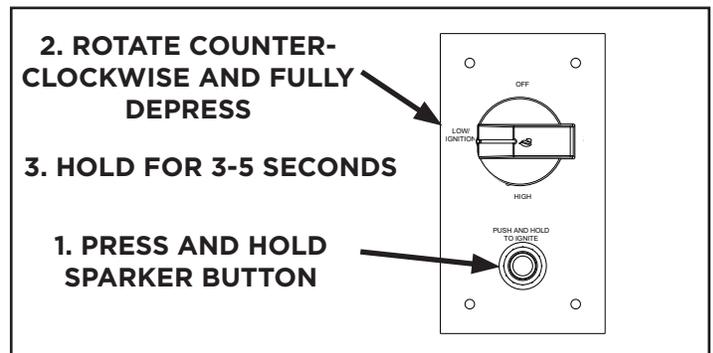
1. Turn control knob to LOW/IGNITION position. Then, gently depress knob and turn to OFF position.
2. If operating on a self-contained propane cylinder, fully close valve on cylinder.



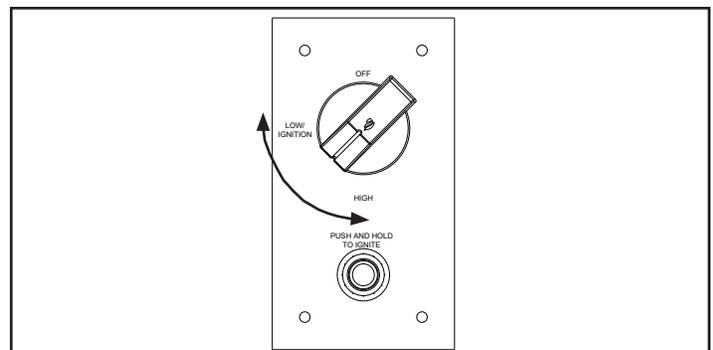
*Image 7.1*



*Image 7.2*



*Image 7.3*



*Image 7.4*

# 8

## TROUBLESHOOTING

SYMPTOM		POSSIBLE CAUSES		CORRECTIVE ACTIONS
1.	<b>Burner will not ignite.</b>	<b>A.</b>	Propane tank is empty.	Replace propane tank with full tank and reattempt ignition.
		<b>B.</b>	Propane tank safety features have been activated. This occurs when the propane tank valve is opened and there is a leak present downstream or at tank connection.	Close propane tank valve and disconnect and reconnect regulator hose. Follow proper lighting procedure detailed on Pg. 25.
		<b>C.</b>	Main gas supply shut-off valve is closed.	Open main gas supply shut-off valve and reattempt ignition.
		<b>D.</b>	Excessive media buildup around ignition wind guard.	Ensure media installation instructions are followed properly.
		<b>E.</b>	Obstruction in main gas pathway.	Check burner neck and orifice for blockage. This should be performed by a qualified service technician.
2.	<b>Low flames and/or burner will not stay lit.</b>	<b>A.</b>	Improper air shutter adjustment.	Air shutter should be open 1/4 in. (6 mm) for propane and fully closed for natural gas, for applications below 2500 ft. elevation.
		<b>B.</b>	Improper gas supply pressure.	Ensure appliance is operating at ideal inlet gas pressure detailed on Pg. 5 and 15.
		<b>C.</b>	Excessive media buildup around ignition wind guard.	Ensure media installation instructions are followed properly.
		<b>D.</b>	Burner was not converted for operation with natural gas.	Both burner and valve orifices must be changed and air shutter must be adjusted. See Pg. 20.
		<b>E.</b>	Thermocouple damaged or not properly secured to valve.	Verify there are no kinks or damage to thermocouple. Tighten to valve with 3/8 in. wrench, ensuring -1 thread visible.
3.	<b>Flames from burner are blue and translucent.</b>	<b>A.</b>	Improper air shutter adjustment.	Air shutter should be open 1/4 in. (6 mm) for propane and fully closed for natural gas, for applications below 2500 ft. elevation.
		<b>B.</b>	Improper gas supply pressure.	Ensure appliance is operating at ideal inlet gas pressure detailed on Pg. 5 and 15.
		<b>C.</b>	Burner was not converted for operation with natural gas.	Both burner and valve orifices must be changed and air shutter must be adjusted. See Pg. 20.

SYMPTOM		POSSIBLE CAUSES		CORRECTIVE ACTIONS
4.	<b>During operation, metallic pinging noise are occurring.</b>	A.	Different thermal expansion rates of different components.	Do nothing. This is a normal physical characteristic of metal components as they are heated. Various components will expand at different rates resulting in metallic noises.
5.	<b>Decorative glass media cracking and/or splitting.</b>	A.	Normal use over a long period time.	Over time, the tempered glass media supplied with the appliance can break down due to repeated thermal cycling. Replacement glass can be installed after damaged glass is removed.
		B.	Excessive thermal shock (abrupt temperature change) over a short period of time.	Avoid dumping of liquids (beverages) into appliance. Unexpected rain during operation can also cause cracking/splitting of glass media. Covering of appliance when not in use is highly recommended. Replacement glass can be installed after damaged glass is removed.
6.	<b>Push-button sparker makes clicking sound but no visible spark is produce.</b>	A.	Gap between ignition electrode and ground electrode is too large.	Ensure the gap between the ignition electrode and ground electrode is 3/16 in. (5 mm).
		B.	Excessive media buildup around igniter.	Ensure media installation instructions are followed properly.
		C.	Ignition electrode or ground wire not connected to sparker box.	Verify that ignition electrode and ground wire leads are properly connected to sparker terminals.
7.	<b>Push-button sparker makes no clicking sound and no visible spark is produced.</b>	A.	Battery is dead or not installed.	Replace sparker battery with a new AAA battery.
		B.	Gap between ignition electrode and ground electrode is too large.	Ensure the gap between the ignition electrode and ground electrode is 1/4 in. (6 mm).
		C.	Excessive media buildup around igniter.	Ensure media installation instructions are followed properly.
		D.	Ignition electrode or ground wire not connected to sparker box.	Verify that ignition electrode and ground wire leads are properly connected to sparker terminals.

**This list is not exhaustive but contains the most common problems to be encountered in the field.**

**For additional troubleshooting information not detailed in this manual, please contact the dealer or location from which the product was purchased.**

**If additional assistance is required:**

**Visit <https://www.outdoorrooms.com/product-support/faqs>  
 or contact The Outdoor GreatRoom Company at 1-866-303-4028**

# 9

## SERVICE AND MAINTENANCE

### A. REGULAR MAINTENANCE TASKS

If using a self-contained propane gas supply system with the supplied regulator hose assembly, the hose should be inspected for damage BEFORE EACH USE OF THE APPLIANCE. If damage to the hose is present, do not operate the unit and contact the dealer or location from which the product was purchased for a replacement propane regulator hose.



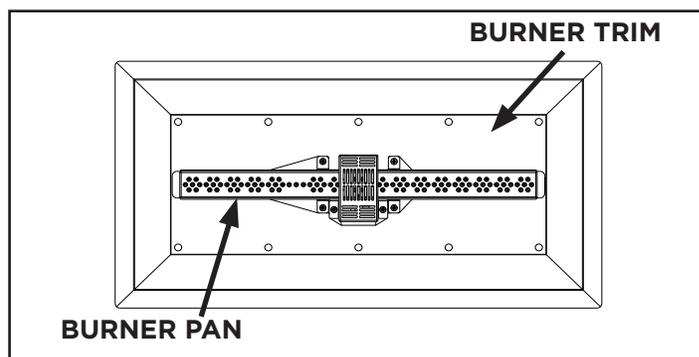
#### WARNING

Installation and repair should be performed only by a qualified service technician.

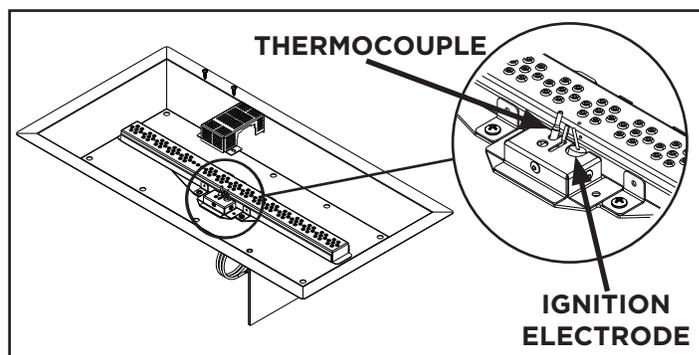
Maintenance of the appliance should be performed by a qualified professional at a minimum at one (1) year intervals.

Depending on use and environmental conditions, service and maintenance may be required at more frequent intervals.

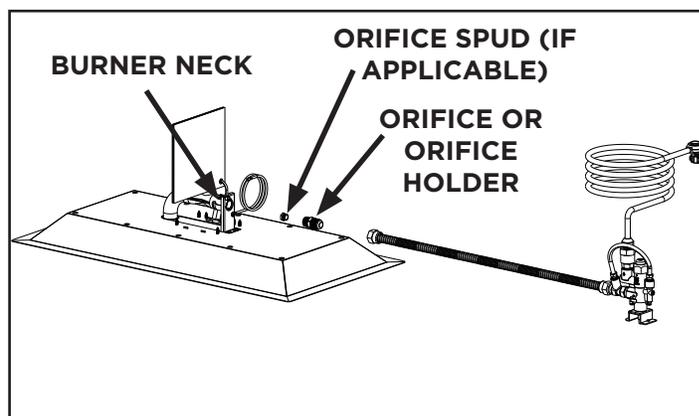
1. Inspect the burner pan and trim for damage and debris. See *Image 9.1*.
  - Remove the burner media.
  - Remove dirt and debris with compressed air.
  - Wipe surface clean with soft, cotton rag.
  - Check for damage and corrosion of the burner pan that would cause gas leaks.
2. Inspect ignition electrode and thermocouple for buildup and/or corrosion. See *Image 9.2*.
  - Remove ignition wind guard.
  - Clean ignition electrode with fine-grit emery cloth.
  - Remove buildup from thermocouple with compressed air and a damp rag.
3. Inspect burner neck and orifice for obstruction. See *Image 9.3*.
  - Disconnect appliance from gas supply.
  - Visually inspect the burner neck, orifice, orifice holder and spud (if applicable) for obstructions.
  - Clear out obstructions with compressed air.



*Image 9.1*



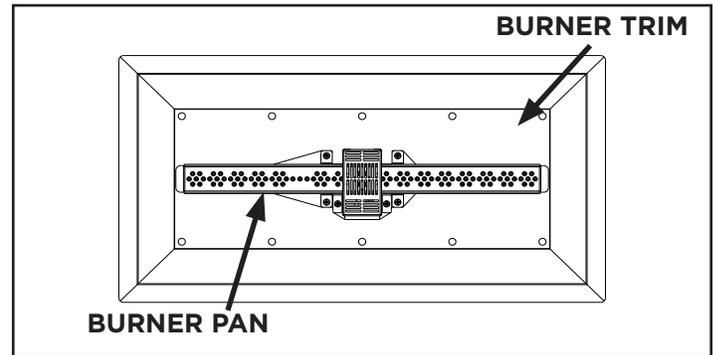
*Image 9.2*



*Image 9.3*

## B. CLEANING THE APPLIANCE

1. Remove the burner media and clean in a basin of water mixed with dish soap. Allow to dry on a towel.
2. Use compressed air to remove any debris from the burner pan and trim. See *Image 9.4*.
3. Stainless steel burner trim can be cleaned and polished with commercially-available stainless steel cleaners and a polish such as Brasso™.



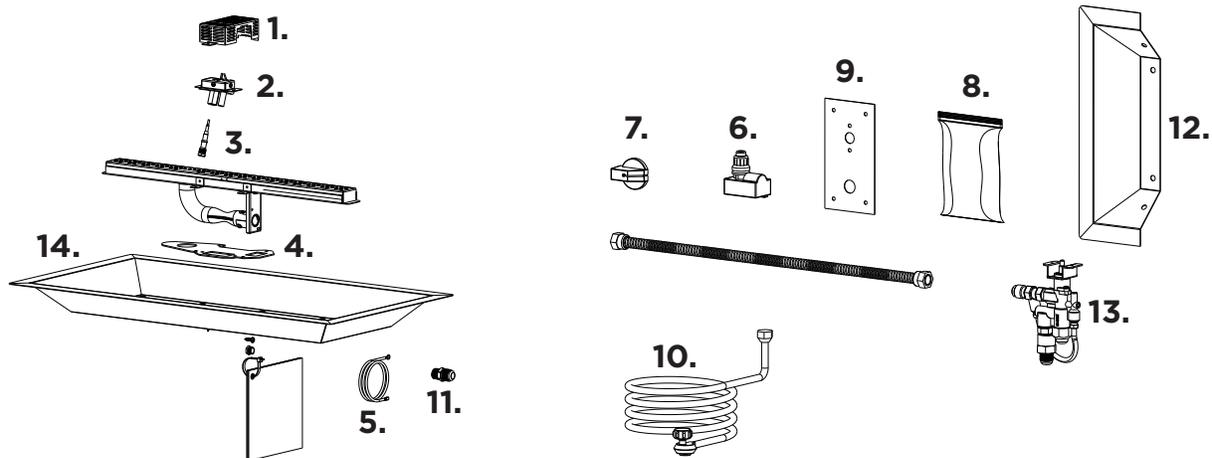
*Image 9.4*

**The ignition wind guard will discolor over time as it is exposed to extreme temperatures during appliance operation. This is normal behavior for a functional stainless steel component.**

# 10

## REFERENCE MATERIALS

### A. SERVICE PARTS LIST



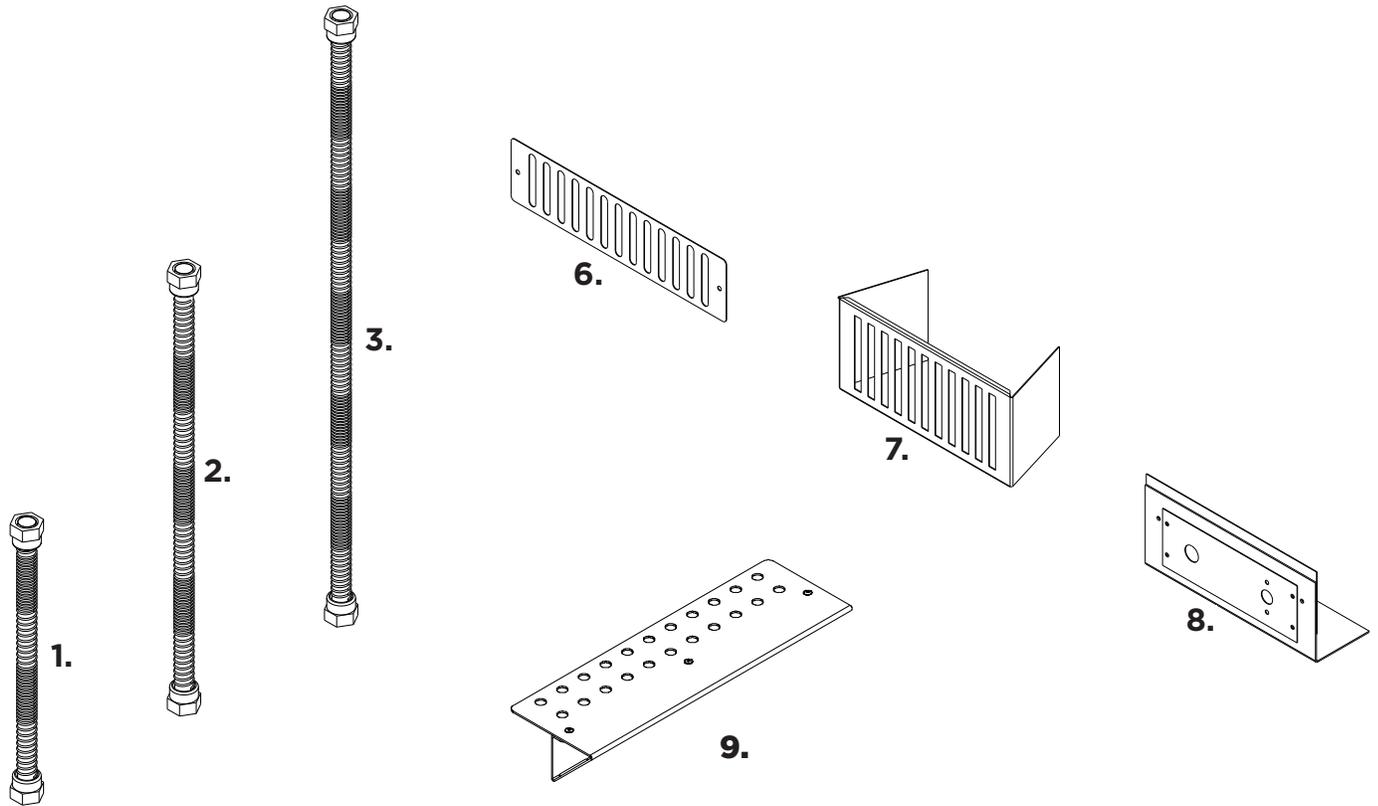
#	PART DESCRIPTION	PART NUMBER
1	CFP-B Manual Ignition Wind Guard	3001-129
2	CFP-B Manual Ignition Assembly	3001-014
3	CFP-B Thermocouple	3001-105
4	CFP-B Burner Gasket	3001-300
5	Ground Wire	CF-GROUNDWIRE
6	Crystal Fire® Plus Sparker Box	CF-SPARKERZ
7	Black Control Knob for Manual Control Valve	BL-KNOB
8	5 lb. Bag of Clear Glass Media	CFG-D
9	Control Panel for Crystal Fire® Plus Burners	VCSV-CP
10	20 lb. Self-Contained Propane Cylinder Regulator Hose, 10 ft. Length	CF-HOSE-REG
11	Burner Orifice: Part Number is determined by orifice size. XX = 1 or 2-digit wire gauge drill size in chart on Pg. 6. (Exception is 0.125 in. Orifice)	XX-ORIFICE-HC 0125-ORIFICE-HC
12	Burner Trim End Cap	3003-103
13	Manual Control Valve (Large)	VCSV-L
	Manual Control Valve (Small)	VCSV-S
14	Burner Trim (CFP1224-B)	3001-121
	Burner Trim (CFP1242-B)	3002-103

**This list is not exhaustive but contains the most commonly ordered service parts**

**For additional service parts not detailed in this manual, please contact:**

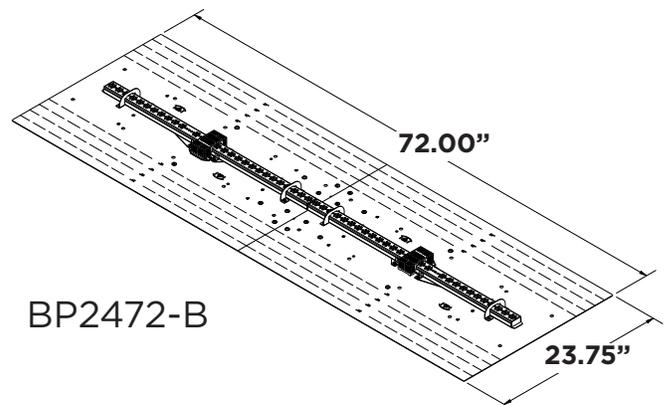
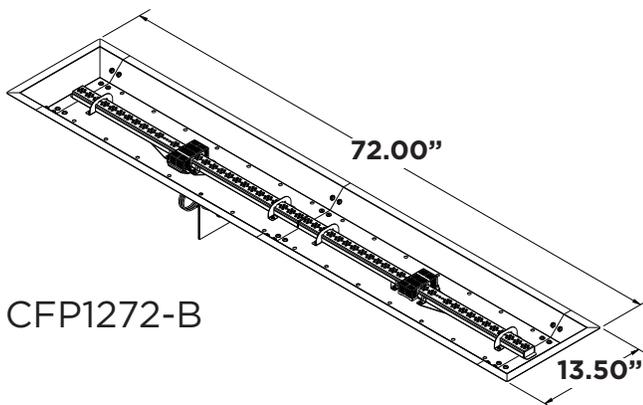
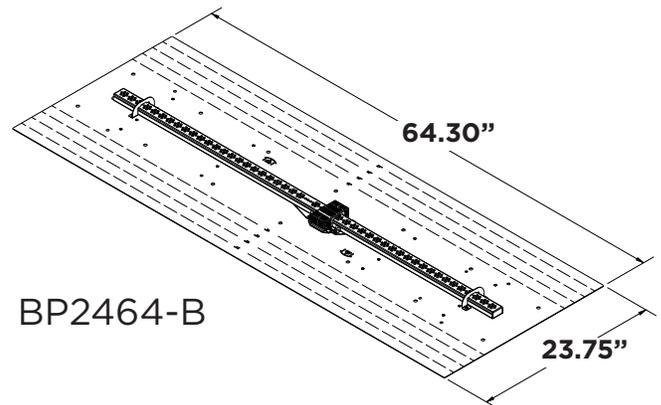
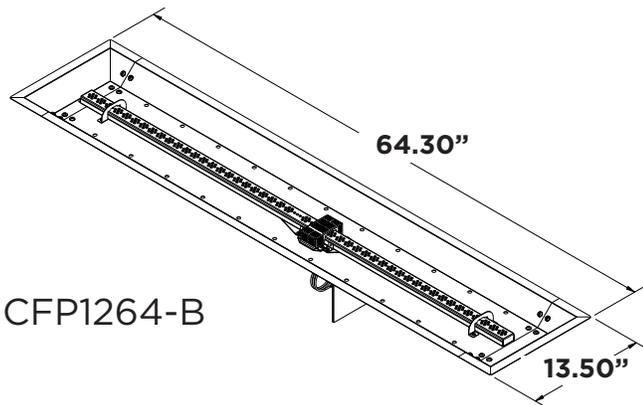
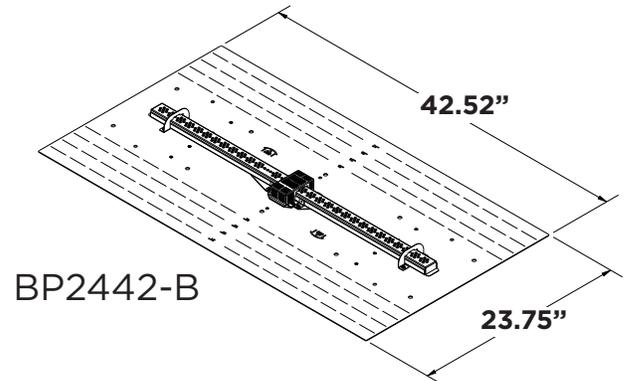
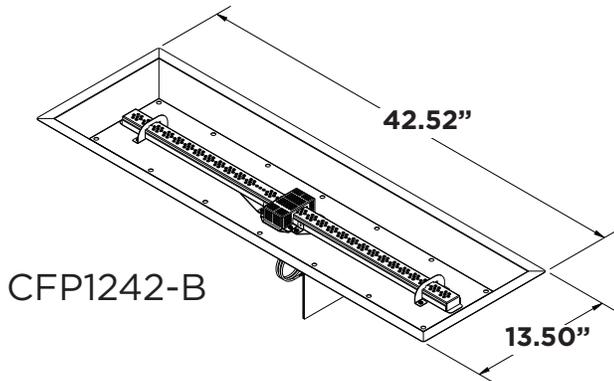
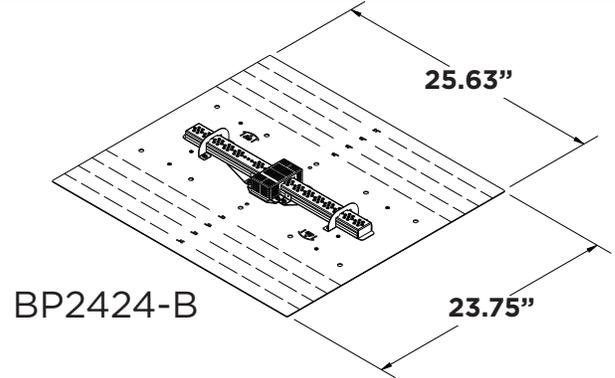
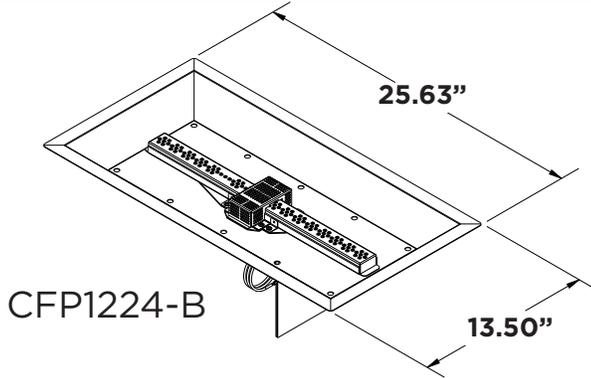
**The Outdoor GreatRoom Company™ at 1-866-303-4028**

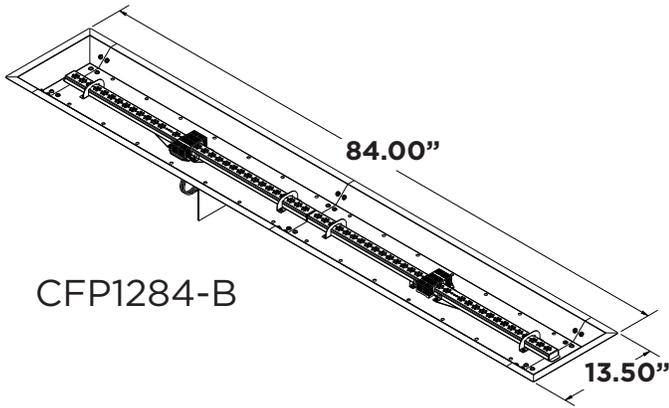
## B. OPTIONAL PARTS LIST



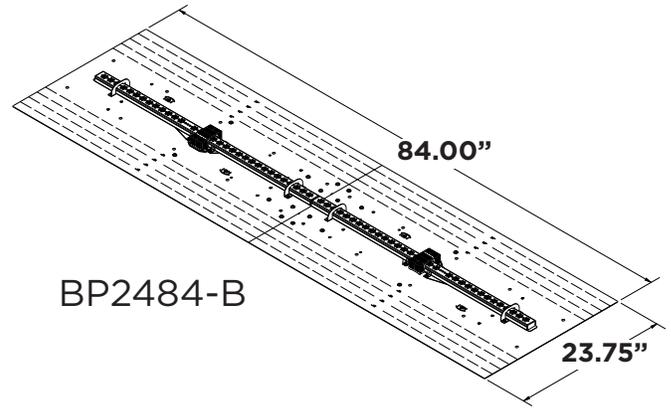
#	PART DESCRIPTION	PART NUMBER
1	10 in. Long Whistle-Free Stainless Steel Flex-Line 1/2 in. Flare Fittings.	T200-9898-10
2	16 in. Long Whistle-Free Stainless Steel Flex-Line 1/2 in. Flare Fittings.	T200-9898-16
3	22 in. Long Whistle-Free Stainless Steel Flex-Line 1/2 in. Flare Fittings.	T200-9898-22
4	34 in. Long Whistle-Free Stainless Steel Flex-Line 1/2 in. Flare Fittings.	T200-9898-34
5	46 in. Long Whistle-Free Stainless Steel Flex-Line 1/2 in. Flare Fittings.	T200-9898-46
6	Ventilation Plate for Custom Enclosures	21005
7	Ventilation Block for DIY Landscape Block Enclosures	VENT BLOCK BLK
8	Control Panel for DIY Landscape Block Enclosures	VCSV-DIY-CP
9	Linear Burner Plate Ledge Kit	LBLK

## C. DIMENSIONAL INFORMATION

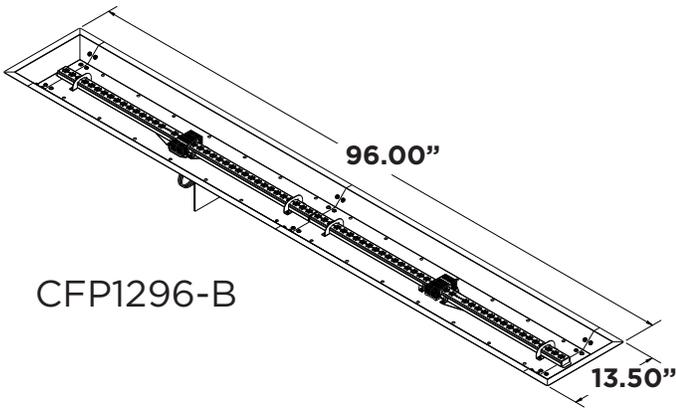




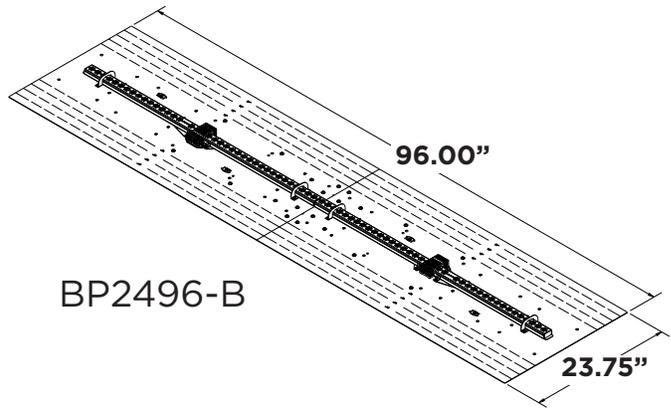
CFP1284-B



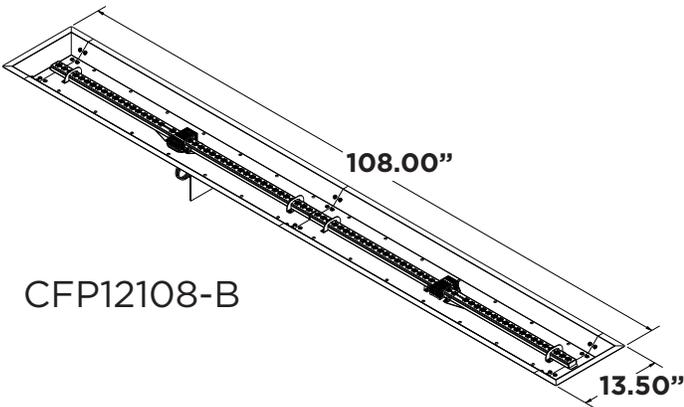
BP2484-B



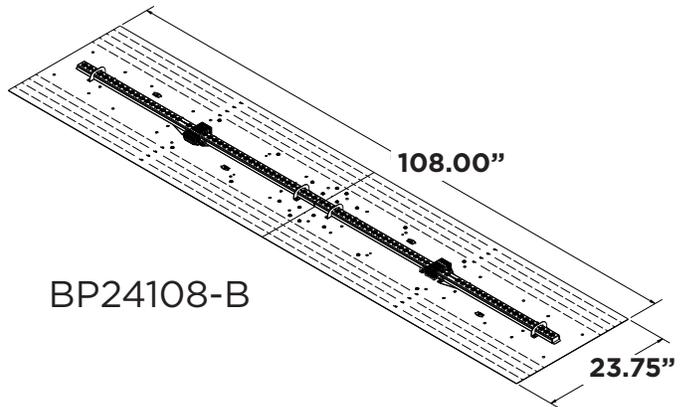
CFP1296-B



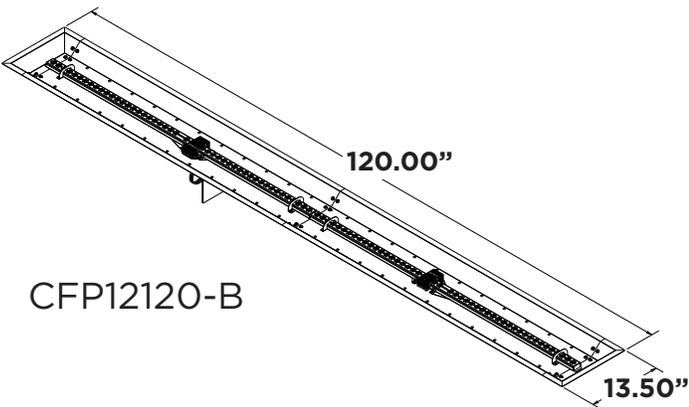
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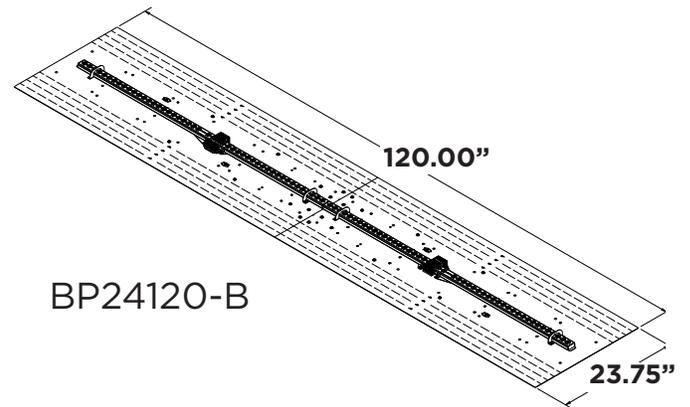
CFP12108-B



BP24108-B



CFP12120-B



BP24120-B

# 11

## WARRANTY INFORMATION

The Outdoor GreatRoom Company (“OGC”) extends the following warranty for OGC outdoor products used in the United States of America or Canada.

### WARRANTY COVERAGE

OGC warrants that the Product and their Component Parts will be free from defects in material and workmanship for the applicable period of Warranty coverage set forth by the table below and subject to the exclusions and limitations described below.

### WARRANTY PERIOD

Warranty coverage begins on the date of purchase.

PRODUCT CATEGORY	WARRANTY INFORMATION
CRYSTAL FIRE BURNERS	Limited lifetime warranty of 10 years on all stainless steel burners installed in a residential setting, and 5 years on all stainless steel burners installed in a commercial setting.  Three-year warranty on ignition and electronic components installed in a residential setting. One-year warranty on ignition and electronic components installed in a commercial setting.
GAS FIRE PIT TABLES	Three-year structural warranty on all fire pit table bases and tops.
READY-TO-FINISH FIREPLACES AND FIRE PITS	Five-year structural warranty on all fireplace/fire pit enclosures. Contact finish installer on an finish warranty claims.
ACCESSORIES	One-year warranty on protective covers.  90-day warranty on glass for glass and folding wind guards.
SUPERCAST GLASS FIBER REINFORCED CONCRETE PRODUCTS	One year warranty on structure and finish. Non-structural hairline cracks (less than 1/8” in width and/or depth) are considered normal and should not be considered a manufacturing defect.

## WARRANTY EXCLUSIONS

This warranty applies only to the original owner and original installation of the Product and is non-transferable. OGC's obligation under this warranty does not extend to damages resulting from (1) assembly, operation or maintenance of the Product not in accordance with the Installation/Assembly Instructions, Operating Instructions and the Listing Agency Identification Label furnished with the Product; (2) installation or use which does not comply with local building codes and ordinances; (3) shipping, improper handling, improper operation, abuse, misuse, accident or unworkmanlike repairs; (4) use of fuels other than those specified in the Operating Instructions; (5) installation or use of components not supplied with the Product or any other components not expressly authorized and approved in writing by OGC; (6) modification of the Product not expressly authorized and approved in writing by OGC; (7) and/or not following proper maintenance of the product. Any of the circumstances described in the previous sentence voids this warranty. This warranty is void if the product or any component has been removed, repaired, or replaced before OGC has been afforded a reasonable opportunity to inspect the Product.

## LIMITATIONS OF LIABILITY

Repair or replacement in accordance with the provisions of this warranty will be the owner's exclusive remedy for and will constitute OGC's sole obligation under this warranty, under any other warranty (express or implied), or in contract, tort or otherwise; provided, however, that if OGC is unable to provide repair or replacement in an expedient and cost effective manner, OGC may discharge all such obligations by refunding the purchase price of the Product. No employee, agent, dealer, or other person is authorized to give any warranty on behalf of OGC. TO THE EXTENT ALLOWED BY LAW, OGC MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. OGC WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF DEFECTS IN OR USE OF THE PRODUCTS. Some states do not allow exclusions or limitations of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific rights; you also may have other rights, which vary from state to state. The duration of any implied warranty is limited to the duration of the warranty period specified herein.

To obtain service under this warranty, you must:

1. Contact your original selling dealer for warranty parts and service
2. Send written notice of the claimed condition to: The Outdoor GreatRoom Company, 9583 217th St. W. Lakeville, MN 55044.

