THE OUTDOOR PLUS
USA MANUFACTURER OF FIRE & WATER PRODUCTS

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THE WILLIAMS FIREPLACE

OWNER'S MANUAL



THE WILLIAMS
READY TO FINISH

TFL-WILL72RTF
TFL-WILL84RTF
TFL-WILL96RTF



THE WILLIAMS
READY TO FINISH
WITH SCUPPER

TFL-WILL72RTFSC
TFL-WILL84RTFSC
TFL-WILL96RTFSC



THE WILLIAMS
STAINLESS STEEL

TFL-WILL72SS
TFL-WILL84SS
TFL-WILL96SS



THE WILLIAMS
CORTEN STEEL

TFL-WILL72CS
TFL-WILL84CS
TFL-WILL96CS



THE WILLIAMS
POWDER COAT

TFL-WILL72PC
TFL-WILL84PC
TFL-WILL96PC

Thank you for purchasing The Williams Fireplace.

Save these instructions for future use. If you are assembling this unit for someone else, leave this manual with The Williams.

If you have any questions, please contact customer service:

Support@theoutdoorplus.com
(909) 460-5579

OWNER'S MANUAL

THE WILLIAMS FIREPLACE

INSTALLATION & OPERATION

DANGER
FIRE OR EXPLOSION HAZARD

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

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

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

WARNING: For Outdoor Use Only.
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.

INSTALLER: LEAVE THIS MANUAL WITH THE APPLIANCE.
OWNER: RETAIN THE MANUAL FOR FUTURE REFERENCE.

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.

SAFETY INFORMATION

The installation of this unit must adhere to local codes or either the National Fuel Gas Code, ANSI Z223. 1/NFPA54, OR CAN/CGA-B149.1, National Gas and Propane Installation Code.

• THIS UNIT IS INTENDED FOR OUTDOOR USE ONLY! This product shall be used outdoors, in a ventilated space and shall not be used in any enclosed area.
• This unit is to be used with Propane or Natural Gas.
• Do not attach a remote gas supply to this unit.
• Do not use any solid fuel or charcoal for this unit.
• When igniting this unit, stay away from the burner as the flame will light up and may cause injury.
• GAS WARNING: Do not use any more than 1/4in depth lava rocks/polished stones/Fire Glass above the burner holes. Doing so will suffocate the flame.
• If you smell gas or hear a hiss, there may be a gas leak. Ensure that you:

1. Carefully shut off gas to appliance. 2. Do not attempt to fix the problem yourself. 3. Contact your gas supplier or fire department for help.

• When using propane, excessive amounts can lead to gas pooling and ineffective burning. Ensure proper ventilation to allow any excess gas to escape.
• Do not use a flame to check for gas leaks.
• When using Propane, use tanks with the following dimensions: diameter 12 in, height 18 in - capacity 20 lbs.
• You must use a propane tank that has a collar to protect the gas valve.
• DO NOT fill tank over 80 percent full.
• The tank system must be set up for vapor withdrawal.
• Discontinue use if any part of the propane tank is damaged. Rust and dents may be hazardous and should be inspected by a gas supplier.
• Do not burn anything other than the provided materials for this fire feature.
• Keep away from the unit for the first 20 minutes after igniting your unit for the first time, lava rocks/polished stones/Fire Glass could pop out and cause injury. Should any rocks pop out, discard them.
• Always ensure that lava rocks/polished stones/Fire Glass are completely dry before use. Failure to do so will cause them to crack or pop.
• Do not operate unit until all parts are fully assembled.
• Do not paint or color any part of this heating unit.
• Unit may be hot while in use, do not attempt to move it while in use.
• Never leave this heating unit unattended while in use.
• This unit is not intended for cooking.
• Keep any flammable items away and do not use any other fireplace cover for this unit.
• Keep a safe distance to avoid burning skin or clothing.
• Do not sit or rest hands or feet on this heating unit.
• Never place hands or fingers on upper portion of this unit while in use.
• Keep all electrical cords and fuel supply hose away from heated surfaces.

SAFETY INFORMATION

• Combustible material should not be within 72 inches of the top of the unit, or within 48 inches around the entire unit.
• Keep the appliance area clear and free from combustible material, gasoline and other flammable vapors and liquids.
• If the flame goes out while burning, turn the gas valve off. Wait 5 minutes before repeating the initial lighting procedure. Once you have a flame started, hold down the control knob for 1 minute.
• Do not add water into the unit.
• Do not operate unit if any part has been under water. Immediately call a qualified service technician to inspect the appliance and replace any part of the control system and any gas control that has been under water.
• Do not disconnect any part while unit is in use.
• Do not store a spare propane tank on or near this unit.
• If the heating unit is indoors, detach the propane tank and leave outdoors.
• Do not operate on a boat or vehicle. This unit must be used on a flat surface and outdoors ONLY.
• Always remove protective cover before operating (if applicable).
• Do not set the protective cover over the unit until it is turned off and completely cooled down.
• Check for leaks after not using the unit for long periods of time.
• Children should never operate this unit. Children must be supervised while near this unit.
• Keep gas tank at least 5 feet away from unit when lit. (if external tank)
• The maximum gas supply pressure is 250psi.
• All installation and repair should be done by a qualified professional. This unit should be inspected annually and cleaned regularly.
• Inspect all elements of this heating unit before each use. If there is damage, the burner must be replaced.
• Keep the hose out from any pathways to eliminate any accidental damage. (if external tank)
• Be aware of the hazards of high temperatures and stay away from the unit to avoid any burns or injury.
• The gas supply tank should be constructed and marked with the specifications for the LP gas tanks of the U.S. Department of Transportation or the National Standard of Canada CAN/CSA-B339, LP gas tanks, spheres and tubes for Transportation of Dangerous Goods; and Commission.
• The LP gas tank must have a listed overfilling prevention device and a QCCI or Type I, (CGA810) LP gas tank connection.
• This heating appliance should not be used on plastic or artificial wood decks.
• Children and adults should be alerted to the hazards of 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.
• Clothing or other flammable materials should not be hung from the appliance or placed on or near the appliance.
• Any guard or other protective device removed for servicing the appliance shall be replaced prior to operating the appliance.
• 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 that the control compartment, burners and circulating airways of the appliance are kept clean.

IF APPLICABLE:
• Allow heating item to cool completely before placing on lid.
• DO NOT use heating item while lid is installed. Always remove the lid while heating item is in use.

⚠ DANGER FLAMMABLE GAS UNDER PRESSURE.

LEAKING LP-GAS MAY CAUSE A FIRE OR EXPLOSION IF IGNITED CAUSING SERIOUS BODILY INJURYOR DEATH.
CONTACT LP GAS SUPPLIER FOR REPAIRS, OR DISPOSAL OF THIS CYLINDER OR UNUSED LP-GAS.

⚠ WARNING FOR OUTDOOR USE ONLY.*

DO NOTUSE OR STORE CYLINDER IN A BUILDING, GARAGE OR ENCLOSED AREA.

WARNING:
Know the order 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 casue freeze burns to the skin.

Do notallow 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 you appliance.

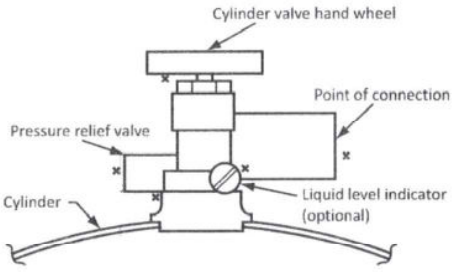
Be sure regulator vent is not pointing up.

Turn off all valves on the apploiance.

Do not check for gas leaks with a match or open flame. Apply soapy water at areas marked "X". Open cylinder valve. If bubble appears, 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.

WARNINGS

THIS SECTION OUTLINES WARNINGS ASSOCIATED WITH INSTALLATION, USE, AND OPERATION.

WARNING: FOR OUTDOOR USE ONLY

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

» Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
» An LP-Cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.
» **For use with Natural Gas or Liquid Propane only.**
» 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.

DANGER: FIRE OR EXPLOSION HAZARD

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.

DANGER: FLAMMABLE GAS UNDER PRESSURE.

Leaking Propane may cause a fire or explosion if ignited causing serious bodily injury or death. Contact LP Gas supplier for repairs, or disposal of this cylinder or unused Propane.

» 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.

» LP-GAS is heavier than air and may settle in low places while dissipating.

» Contact with the liquid contents of the cylinder will cause freeze burns to the skin.

» Do not allow children to tamper or play with the cylinder.

» When not connected for use, keep the cylinder valve turned off. Self-contained appliances shall be limited to a cylinder of 30lbs. capacity of less.

» Do not use, store, or transport a cylinder where it would be exposed to high temperatures. The relief valve may open, allowing a large amount of flammable gas to escape.

» When transporting, keep the cylinder secured in an upright position with the cylinder valve turned off.

When Connecting for use:

» Use only compliance with applicable codes.

» Read and follow the manufactuer's instructions.

» Consult the 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 the cylinder valve if bubbles appear, close the valve, and have the LP-gas service person make needed repairs. Also, check the appliance valve and connections to ensure they do not leak before lighting the appliance.

» Light the appliance following manufacturer's instructions

» When the appliance is not used, keep the cylinder valve closed.

CALIFORNIA PROPOSITION 65 WARNING

This product can expose you to Carbon Monoxide, which is known to the state of California to cause cancer and birth defects or other reproductive harm. (For more information, go to: www.p65warnings.ca.gov)

IMPORTANT SAFETY INFORMATION

TECHNICAL SUPPORT, SYMBOLS, LEGEND, SAFETY INFORMATION FOR INSTALLERS & END-USERS

Instructions are also available at theoutdoorplus.com. Please carefully follow the instructions in this manual to prevent personal injury or property loss. Instructions are updated as needed. It is the installer's responsibility to periodically review instruction for applicable updates.

WARNINGS: Contains information critical to the safe installation and operation of the fireplace.
WARRANTY REQUIREMENT: Must be strictly followed to qualify for product warranty. Warranty will be void if not followed.
IMPORTANT: Notes and insights are included to help ensure product satisfaction and serviceability.

WARNINGS:

» It is the installer's responsibility to ensure a safe installation and to educate the end user as to proper operation. Leave this manual with the end user.

» Never alter product or configuration in any way.

» We suggest that our products be installed by professionals that are locally licensed by the authority having jurisdiction in gas piping. We suggest that our products be serviced annually by a professional certified in the US by the National Fireplace Institute (NFI) as NFI Gas Specialists or in Canada by WETT (Wood Energy Technical Training). Installer must follow all instructions carefully to ensure proper performance and safety.

» The Outdoor Plus Company, Inc. is not responsible for your actions.

» Product is not intended to be a starter for wood or any other combustibles.

» Only use gas/fuel type specified for this fireplace see label on the fireplace control Box.

» Verify correct gas/fuel type and pressure. Never use an alternative fuel to include bio-fuel, ethanol, lighter fluid or any other fuel.

» Gas pressure and type should be checked prior to use and installation.

» 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 the control system and any gas control which has been under water.

IT IS THE RESPONSIBILITY OF THE INSTALLER TO FOLLOW:

» The National Fuel Gas Code, ANSI Z21.97-(2017)/NFPA 54 or International Fuel Gas Code.
» The National Electrical Code, ANSI/NFPA 70.
» Local Codes

SUPPLY PRESSURE MIN/MAX:

Natural Gas:	Liquid Propane Gas:
Supply Pressure:	Supply Pressure:
Minimum: 3.5" W.C. .87 kPa	Minimum: 8" W.C. 1.99 kPa
Nominal: 7" W.C. 1.74 kPa	Nominal: 11" W.C. 2.73 kPa
Maximum: 14" W.C. 3.48 kPa	Maximum: 14" W.C. 3.48 kPa

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COMPONENTS OVERVIEW

THIS SECTION OUTLINES THE FEATURES OF THE PLUG & PLAY TO LOW VOLTAGE PANS & BURNERS

Installation must conform with local codes or, in the absence of local codes, with the National Fuel Gas Code, ANSI Z223.1 / NFPA 54, or International Fuel Gas Code.
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.
When an appliance is for connection to a fixed piping system, the installation must conform with local codes, or in the absence of local codes with the 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.

COMPONENTS OVERVIEW

» Certified to ANSI Z21.97-(2017) / CSA 2.41-(2017)
» Listed LC Certified
» Durable connections designed to resist outdoor conditions.
» TC Flame-sense system.
» Hot Surface Igniter (HSI).
» LED diagnostics.

ELECTRONICS

» Electronics are certified for CAN/CSA-E60730-1, ANSI Z21.20-2014, CAN/CSA-C22.22 No.60730-2-5-14, UL 60730-2-5 Edition 3, & UL 60730-1.
» 12 or 14 VAC for installations within 5 feet of water. 110V for installations must be farther than 5 feet from water.
» Potted control module to protect against moisture and damage.
» Hot Surface Ignition (HSI), provides stable burner ignition in harsh conditions.
» Thermocouple Flame Sense, fast responding and resistant to wind, moisture and corrosion.
» LED diagnostics for field service and troubleshooting.

GAS VALVE AND PILOT COMPONENTS

»The manual key valve is CSA certified to ANSI Z21.15/ CSA9.1
» The pilot is CSA Certified to ANSI Z21.20
» Coils are encapsulated to protect against moisture.
» Pilot has robust flame pattern, wind resistant.
» Pilot injectors are stainless steel.
» Thermocouple is nickel plated for durability.
» Hot Surface Igniter (HSI) with protective cage.
» Hot Surface Igniter (HSI) connection is waterproof.
» The Power Wire connector is waterproof.
» LED diagnostics for field service and troubleshooting.

COMPONENTS OVERVIEW CONT'D

THIS SECTION OUTLINES THE FEATURES OF THE PLUG & PLAY TO LOW VOLTAGE PANS & BURNERS

GAS CONNECTION

Installation or repair should be performed by a qualified service technician who is locally licensed. The appliance should be inspected before use and at least annually by a qualified technician.

DO NOT remove any decal/rating plates from the Electronic Ignition Valve. A gas shut off must be installed outside the exterior of the fire feature for emergency shut off and maintenance. A sediment trap is highly recommended to alleviate any problems from debris or sediment in the gas line. It is the installers responsibility to ensure the fuel supply and line are adequate to supply the maximum BTU for the burner used.

Note: A heat shield/plate MUST be installed between the Electronic Ignition Valve and the burner ring to avoid over heating.

The Electronic Ignition Valve box is pre-mounted to the burner or burner & pan combination.

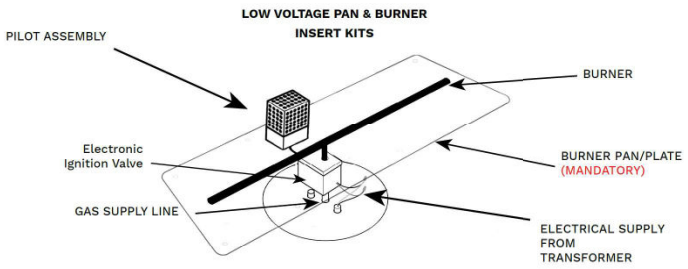
The Electronic Ignition Valve is designed to automatically close the gas valve and shut down should temperatures exceed 175° Fahrenheit. To keep the unit cool, proper ventilation and a heat shield must be provided.

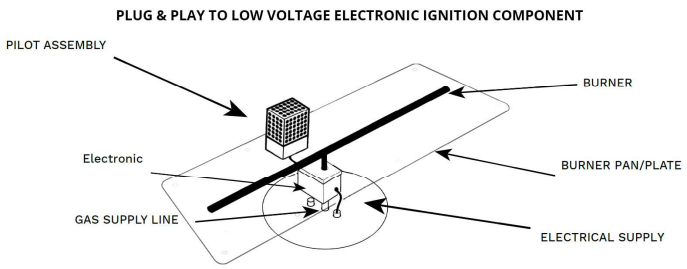
The Outdoor Plus Recommends a Stainless Steel Whistle-Free Flex Hose to eliminate the noise.

PILOT ASSEMBLY CONNECTIONS

We pre-assemble the pilot on top of the burner pan and in that configuration, the pilot line, thermocouple and igniter lead should be lowered through a hole in the pan prior to connecting to the control box. The pilot comes pre-assembled from the factory, so the installer can simply connect the assembly to the main control box. The igniter features a specially designed waterproof connector with a unique shape, ensuring it can only be connected in the correct orientation. Push the black plastic connector parts firmly together until it locks in place. Gently tug on wires to assure connection is secure. The flexible corrugated pilot tube has a flare fitting that should be connected 1/4 turn past hand tight. Please double check to ensure the fitting is snug both into the control box and the flare connection. The thermocouple should now be connected. It screws onto the 11/32" brass fitting on the control box closest to the black connector. It should be snug, but do not over-tighten.

Next, you may mount the pilot to the burner pan. The shield is designed with perforated material which you can use to secure to the pan with self tapping screws. The installer can determine the best placement for the pilot depending on the burner configuration keeping the pilot within 1" from a burner port for quick ignition. Once all connections are complete, it is highly recommended to perform a leak test. Turn on the gas supply and using gas test solution or soapy water solution, spray the gas connections on the Electronic Ignition Valve including the pilot connector to ensure it is leak free.



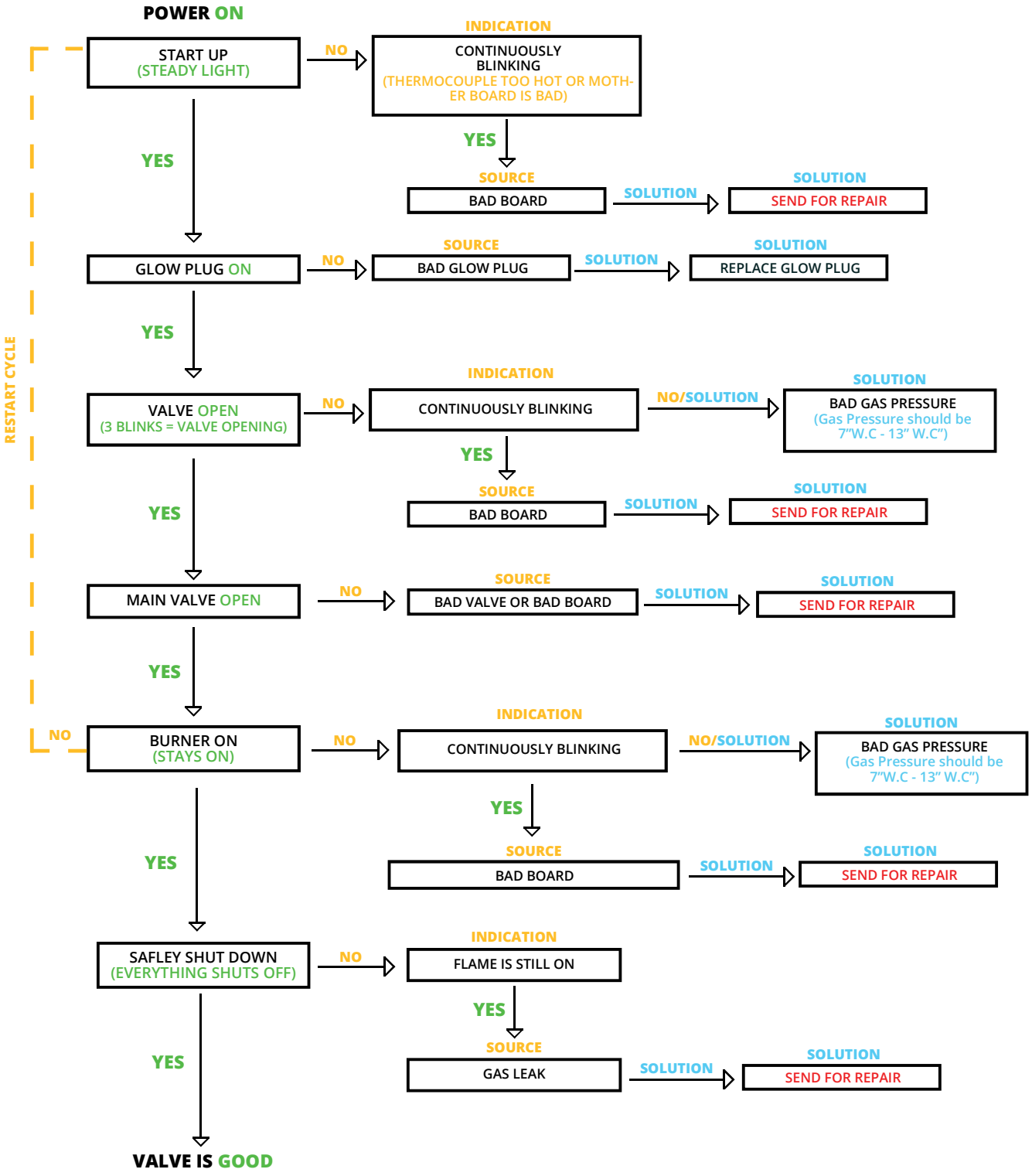


OPERATION SEQUENCE

THIS SECTION DEMONSTRATES THE OPERATION SEQUENCE OF OUR PLUG & PLAY TO LOW VOLTAGE PANS & BURNERS.

OPERATIONS

When triggered to start heating (indicated by a call to heat), the unit will undergo PrePurge for a set duration. The Hot Surface Igniter (HSI) will be activated for Trail-For-Ignition time, and will subsequently turn off after Ignition Time. HSI will turn off if the flame is detected on the thermocouple before the trail's end for ignition time. The main valve will turn on, and the pilot valve will remain on until power is removed or the flame signal is lost. If the flame is lost, the control will turn off the gas valve, and after the flame loss recycles delay, restart the ignition sequence. If a flame is not detected during the Trail-For-Ignition time and Trails-For-Ignition remains, the pilot and HSI will turn off and wait for the Inter-Purge time before starting the next ignition attempt. Suppose a flame is detected before turning on the gas valve. In that case, the control will stop sequence and remain in safety shutdown until the flame signal is below the minimum threshold or drops continuously by the minimum threshold valve before continuing.



SELECTING THE LOCATION

THIS SECTION DEMONSTRATES LOCATION REQUIREMENTS & WARNINGS

WARNING:

All fireplaces, match lit kits, spark ignition, safety pilot and Electronic Ignition Components are designed and intended for outdoor use only.

» All fireplaces must have a gas shutoff on the outside of the exterior of the fireplace to allow for emergency shut off and maintenance. DO NOT PLACE ON TOP OF COMBUSTIBLE FLOORING.

» Select a location where the fireplace can be attended during operation. Never leave an operating fireplace unattended or by someone not familiar with its operation or emergency shut off locations.

» Both children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns and clothing ignition.

» Young children should be carefully supervised when they are in the area of fireplace.

» Clothing or other flammable materials should not be placed on or near fireplace.

» Fireplaces create very high temperatures - Combustibles must be located far enough away that there is no risk of ignition.

IMPORTANT:

» It is recommended that material such as granite, marble or other dense stone be kept away from heat and especially flame due to risk of cracking. Manufacturer is not responsible for damage.

CLEARANCE FROM COMBUSTIBLES | UP TO 65K BTUS | SEE SECTION 16

Under Valve Box When Applicable	2” For Drainage
Sides Surrounding Fireplace	36” From Structure or Combustibles
Overhead Clearance	Min. 84” Overhead Clearance

CLEARANCE FROM COMBUSTIBLES | 66K TO 200K BTUS | SEE SECTION 16

Under Valve Box When Applicable	2” For Drainage
Sides Surrounding Fireplace	48” From Structure or Combustibles
Overhead Clearance	Min. 96” Overhead Clearance

CLEARANCE FROM COMBUSTIBLES | 201K TO 400K BTUS | SEE SECTION 16

Under Valve Box When Applicable	2” For Drainage
Sides Surrounding Fireplace	48” From Structure or Combustibles
Overhead Clearance	NO OVERHEAD CONSTRUCTION

» Select a location with proper ventilation.

» Choose a location that allows easy access for installation and maintenance of the fireplace.

» Pick a location that allows sufficient horizontal room to enjoy the fireplace while allowing a safe distance from the heat and flame.

WARNING:

Venting is required to dissipate heat and any residual fuel. Failure to provide proper ventilation could result in overheating and or explosion. See Proper Venting topic in the Enclosure Construction Section.

ENCLOSURE CONSTRUCTION

THIS SECTION OUTLINES THE CONSTRUCTION OF THE FIRE FEATURE ENCLOSURE REQUIREMENTS & WARNINGS

WARNING:

» All fireplaces must have a gas shutoff on the outside of the exterior of the fireplace to allow for emergency shut off and maintenance.
» Always use proper materials and construction for gas supply, power and enclosure.
» The enclosure must incorporate 1 vent on at least two opposing sides (2 vents total) at a minimum size of 18 sq. inches of total free area each (Example: 3”x 6” or larger). Installation of the vents in the mid to lower area of the enclosure is recommended. Ventilation allows for heat and or residual fuel to escape. Failure to properly vent enclosure may result in the fire-pit overheating or explosion. Some enclosures may require more ventilation based on material, size, and extended use. The vent may work as a drain as well when installed at bottom sidewall to prevent water build up.
» The interior void space of the enclosure surrounding the valve box cannot be filled with any material (gravel, crushed rock, concrete, etc.)- It is a requirement to have a minimum of 2” under the valve box for proper ventilation and drainage.
» Select materials that are non-combustible in both initial installations as well as over time.
» The fireplace assembly should be recessed a minimum of 2.25” from the top of the enclosure to protect flame from being blown out. Some areas may require more- 4 to 6” is not uncommon.

WARRANTY REQUIREMENT:

» The enclosure must be constructed on a stable surface. The weight of the fireplace must be supported by the pan and not by any control/valve box. For Electronic Ignition Component models the control/valve box must be above grade with adequate drainage to prevent water damage to the controls inside the box.

IMPORTANT:

▪ Make sure that the structure is level. We recommend the use of the installation collar (optional) that may be mortared into the surround.
▪ The Outdoor Plus recommends that the pan lip is recessed on trough (linear). The Outdoor Plus cannot guarantee the lip on all of our products will be perfectly flat and will not warp due to heat.
▪ Product must be accessible for service.

PROPER VENTING

▪ Certain fireplace enclosures may require extra ventilation depending on size, material or extended use.
▪ 1 Square Inch of ventilation is REQUIRED for every 25,000 BTUs.
▪ This is especially important for propane units, as propane gas is heavier than air and can pool in the bottom of an enclosure.

WARNING: Venting is required to dissipate heat and any residual fuel. Failure to provide proper ventilation could result in overheating and or explosion.

PRE-PLANNING CHECKLIST

THIS SECTION DEMONSTRATES THE PROPER INSTALLATION AND TESTING OF THE PLUG & PLAY AND LOW VOLTAGE SYSTEMS.

TO ENSURE PROPER INSTALLATION PLEASE USE THIS PRE-PLANNING CHECKLIST:

- ☐ Recommended Tools:
  General Plumbing Tools (Pipe Wrench, Crescent Wrench, Pipe Cutters, etc.)
- ☐ Manometer (To test static & dynamic gas pressure)
- ☐ Voltmeter (To check voltage & amperage to unit)
- ☐ Gloves
- ☐ Mini-Butane Torch
- ☐ Cordless Drill
- ☐ Dielectric Grease or Silicone (For waterproofing wire nuts)
- ☐ Whistle-free Stainless Steel Flex Gas Hoses
- ☐ Ensure the location is free of combustibles (See page 37 for more information.)
- ☐ Measure & record distances of gas piping & electrical conduit runs, these will be useful for calculating gas pressure and proper wiring. The distance and wire gauge DIRECTLY affects the performance of the Electronic Ignition Component.
- ☐ The Fire Feature is delivered on a pallet via freight and placed in front of your home. Please have a team of movers ready to help move the unit from the curbside/driveway to the desired location. ALWAYS inspect the pallet for damage or missing pieces, if there is damage or missing pieces please DO NOT sign for the pallet and call our support team immediately to help resolve any problems.
- ☐ All fire features require a hollow area underneath the pan for serviceability of the unit, DO NOT FILL the hollow basin with sand or any other media.
- ☐ Gas Risers should come up to a maximum height of 2” from the ground and use a 90-degree fitting to help reduce the basin height and allow for easy servicing.
- ☐ TOP DOES NOT RECOMMEND to use the standard yellow corrugated gas flex hoses with its fire features, TOP recommends to use a Whistle-Free Stainless Steel Gas Flex Hose in order to help eliminate any whistling sounds.
- ☐ Ensure you use the Home-run method for connecting multiple Electronic Ignition Component units, DO NOT DAISY CHAIN these units.
- ☐ Ensure you ordered the right gas type and ignition type for your installation.

INSTALLATION INSTRUCTIONS

THIS SECTION DEMONSTRATES THE PROPER INSTALLATION AND TESTING OF THE PLUG & PLAY AND LOW VOLTAGE SYSTEMS.

STEP 1 | SELECTING A LOCATION

» Please see **Section 3** on Selecting a location for instructions.

STEP 2 | VENTILATION & ENCLOSURE CONSTRUCTION

» Please see Sections 4 & 7 on ventilation & enclosure construction instructions.
» Ensure lava is not overfilled and do NOT cover the pilot for electronic electronic ignition valves.

STEP 3 | GAS CONNECTION

» Please see **Pages 2-7** for warnings.
» Place a ball valve close to the gas piping coming from the building for safety purposes.
» Gas Flow Pressure Requirements | **See Figure 1**
» Please reference figure 1 on the next page – We are looking for 7" (Natural Gas) or 11" (Propane) Dynamic for optimum flow.
» Check dynamic & static gas flow pressure before the Electronic Valve Box.
» If the unit has a manifold please allow at least 10 inches of space in your design for a minimum height basin for the manifold.
» For appliances for use with a fixed fuel piping system and equipped with an appliance gas pressure regulator, the appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of the system at test pressures in excess of 1⁄2 psi (3.5kPa)
» The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve(s) during any pressure testing of the gas supply piping system at the pressures equal to or less that 1⁄2 psi (3.5 kPa)

STEP 4 | IGNITION OPTIONS

» There are numerous options available to turn on/off your fire feature, you may splice off the three-prong plug and hard wire the provided unit to a UL certified light switch, pool controller, smart home hub, wireless remote light switch, etc. Or simply use the provided three-prong plug to a UL Certified outlet, smart outlet hub, GFCI, or extension cord.
» Please See Figure 3.1, 3.2, 3.3, & 3.4 for a visual reference on the ignition options.

STEP 5 | ELECTRICAL CONNECTION & TESTING

» Only a locally licensed electrician should install the electrical components. Please refer to your local codes to ensure proper installation.
» Confirm that appropriate voltage and amps (minimum amperage required 2.0-2.2 amps)
» Use Waterproof Wire Nuts to ensure longevity & waterproofing of the wiring
» Use only UL/CSA/LC Certified components with the Plug & Play to Low Voltage Electronic Ignition Electronic ignition valve.

STEP 6 | APPLYING FIRE MEDIA

» Please see Page 16 on Fire Media Usage.

WARNING: The Outdoor Plus recommends covering the burner with no more than 1" of media to allow for proper air flow.

INSTALLATION INSTRUCTIONS CONT'D

THIS SECTION DEMONSTRATES THE PROPER INSTALLATION AND TESTING OF THE PLUG & PLAY AND LOW VOLTAGE SYSTEMS.

STEP 7 | OPERATION INSTRUCTIONS

▪ Please **see Page 24** on Operation Instructions, this section outlines how to operate your Plug & Play to Low Voltage Pans & Burners fire feature.

HELPFUL TIPS FOR PROPER OPERATION

1. Cross ventilation is REQUIRED! A minimum of 1 square inch of ventilation is required for every 25,000 BTUs on each side of the installation. Air flow is your friend!
2. Media (Lava Rock or Fire Glass) minimum of 1/4" and no larger than 3" in diameter.
3. For Natural Gas applications, you can use Fire Glass media or Lava Rock ranging from 1/4" to 3" in diameter.
4. For Liquid Propane applications, avoid using glass pieces that are 1/4" in size or smaller. Instead, opt for burning media between 1/2" and 3/4" in size, or larger.
5. Media must not cover the pilot. The pilot needs air. Avoid packing media against the pilot.
6. Media must be approved by the appliance manufacturer.
7. A heat shield/Pan MUST be installed between the burner and Electronic Ignition Valve
8. The Electronic Ignition Valve has a temperature safety shutoff at 175° F.
9. Be sure the gas shut off valve is open.
10. If using wire nuts, be sure they are weather proof and use dielectric grease on the wires.
11. The unit is water resistant. NOT water proof! DO NOT PUT IN WATER OR SUBMERGE.

FIGURE 1 **GAS PRESSURE REQUIREMENTS**

Pressure	Natural Gas	Propane Gas
Minimum	3.5" W.C .87 kPa	8" W.C. 1.99 kPa
Nominal	7" W.C. 1.74 kPa	11" W.C 2.73 kPa
Maximum	14" W.C. 3.48 kPa	14" W.C. 3.48 kPa

LED DIAGNOSTIC CODES

OFF	NO POWER / INTERNAL FAULT
ON	NORMAL OPERATION
1 FLASH	HOT START, THERMOCOUPLE HOT AT POWER UP
2 FLASHES	TRIAL LOCKOUT, MAXIMUM IGNITION TRIALS EXCEEDED WITHOUT FLAME DETECTION
3 FLASHES	FLAME LOSS LOCKOUT, EXCEEDED MAXIMUM LOSSES OF FLAME AFTER PROVIDING BURNER ON.
4 FLASHES	FLAME SENSE FAULT
5 FLASHES	VALVE FAULT
FAST FLASH	SAFETY SHUTDOWN

Figure 2.1 | Using an Automated Pool Controller with 110V Accessories & 30V DC Control Panel

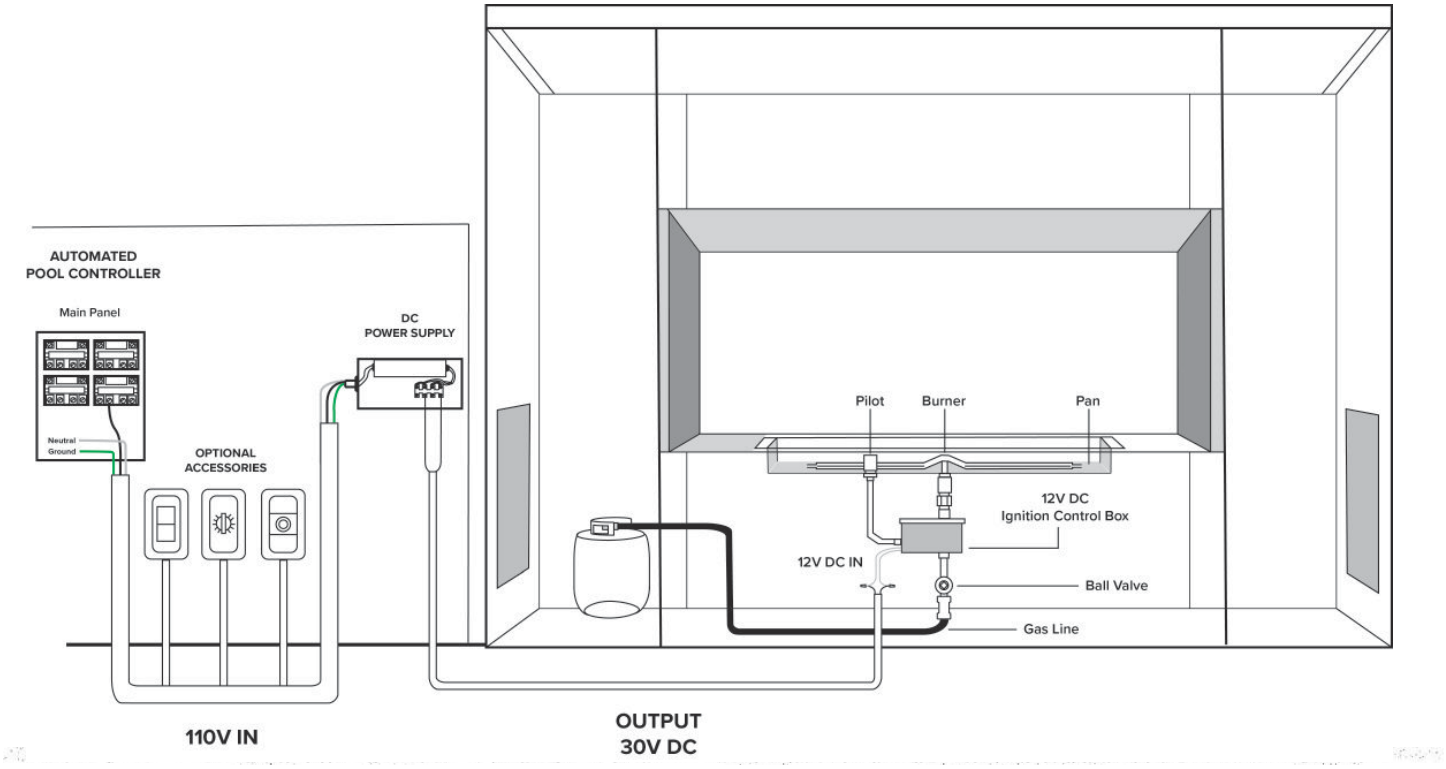


Figure 2.2 | Using an Automated Pool Controller with a Low Voltage Control Panel

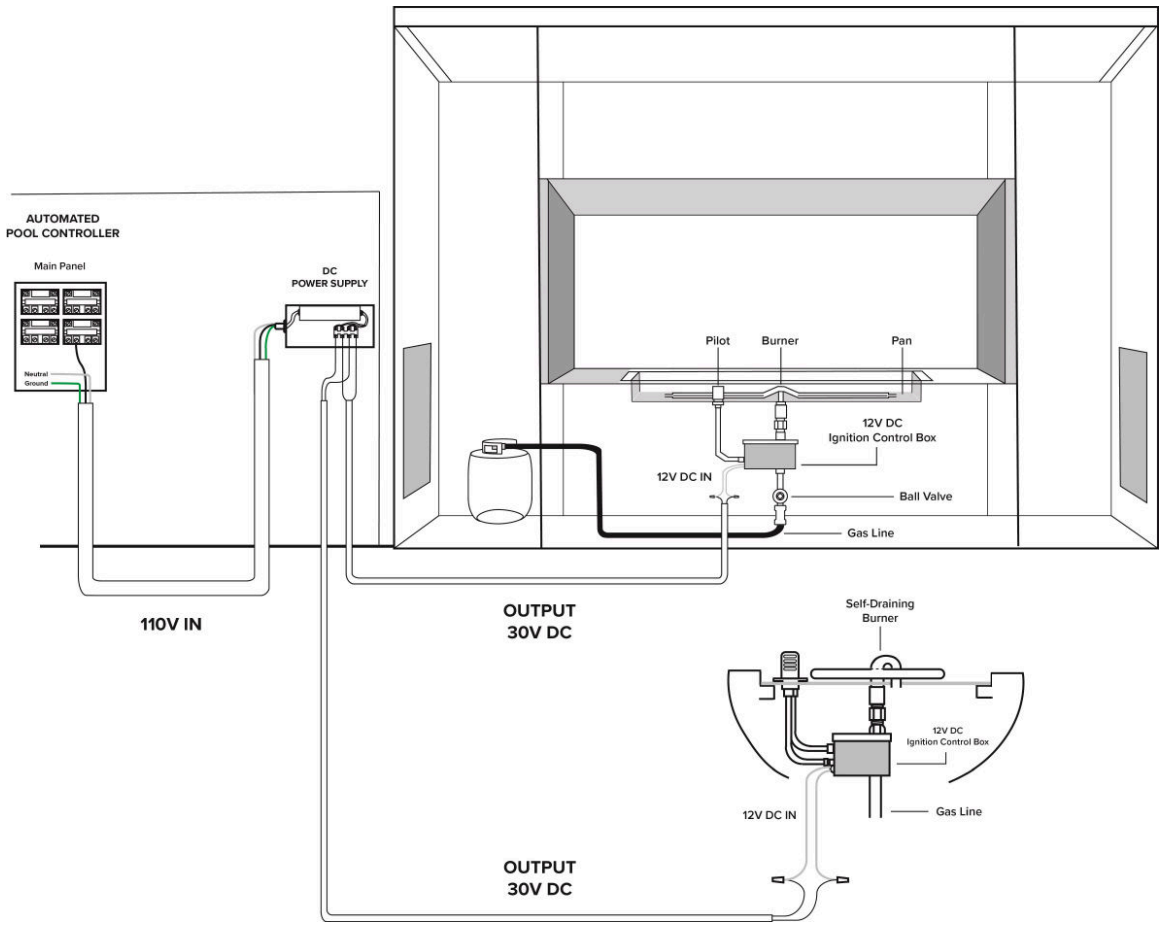


Figure 3.1 | Using an Emergency Stop & Dial Timer

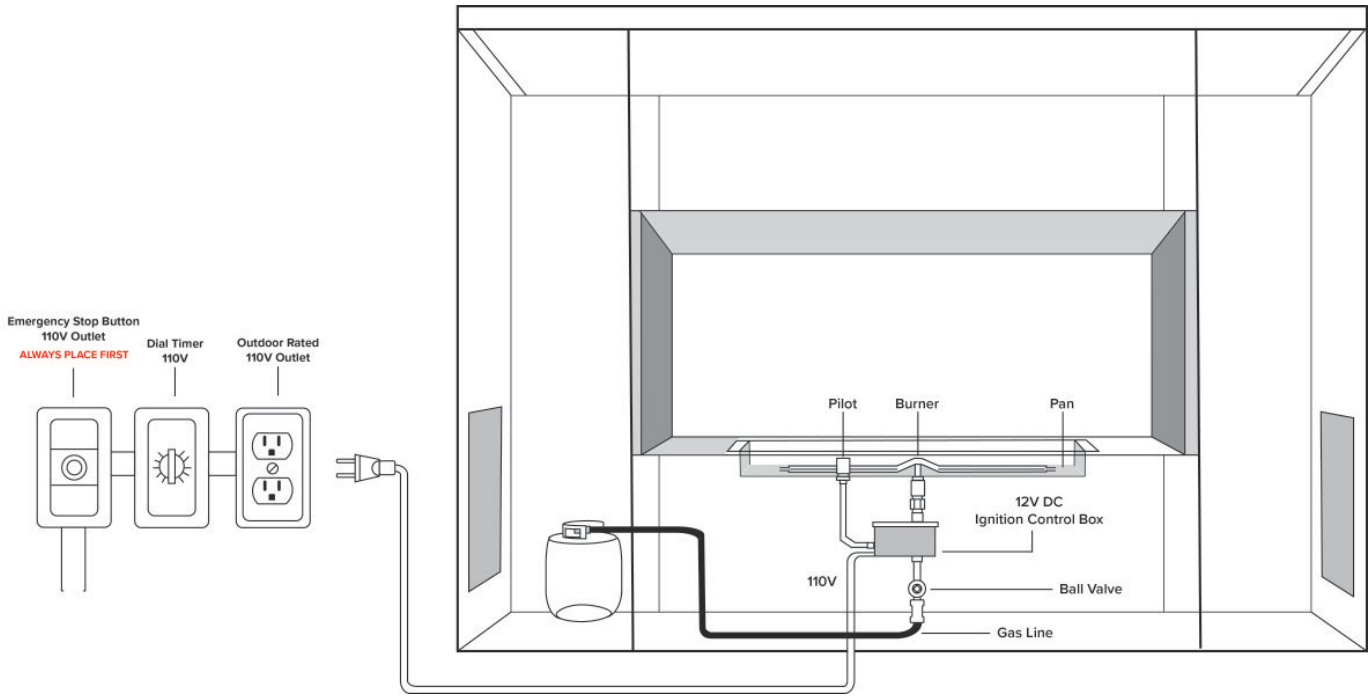


FIGURE 3.2 | Using a Standard Light Switch

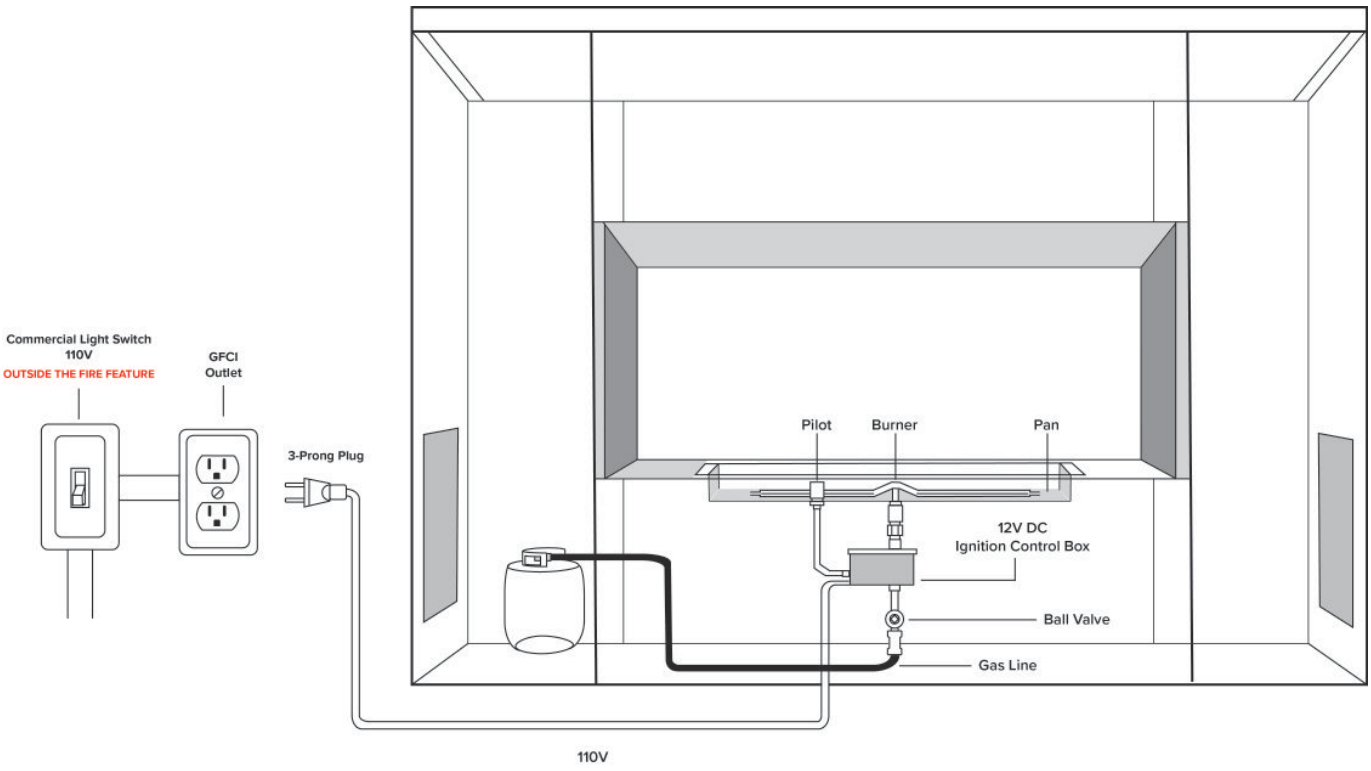


Figure 3.3 | Using an Emergency Stop & Dial Timer

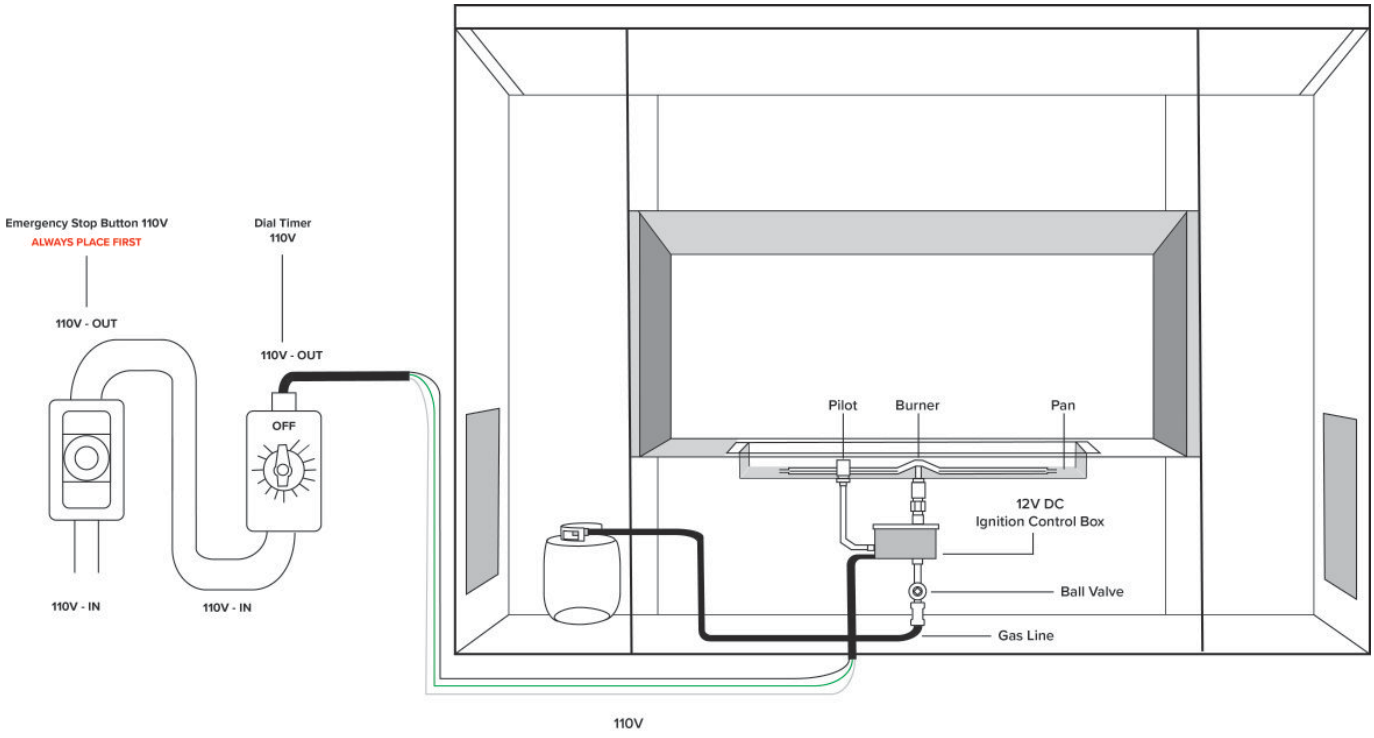


Figure 3.4 | Using a standard light switch

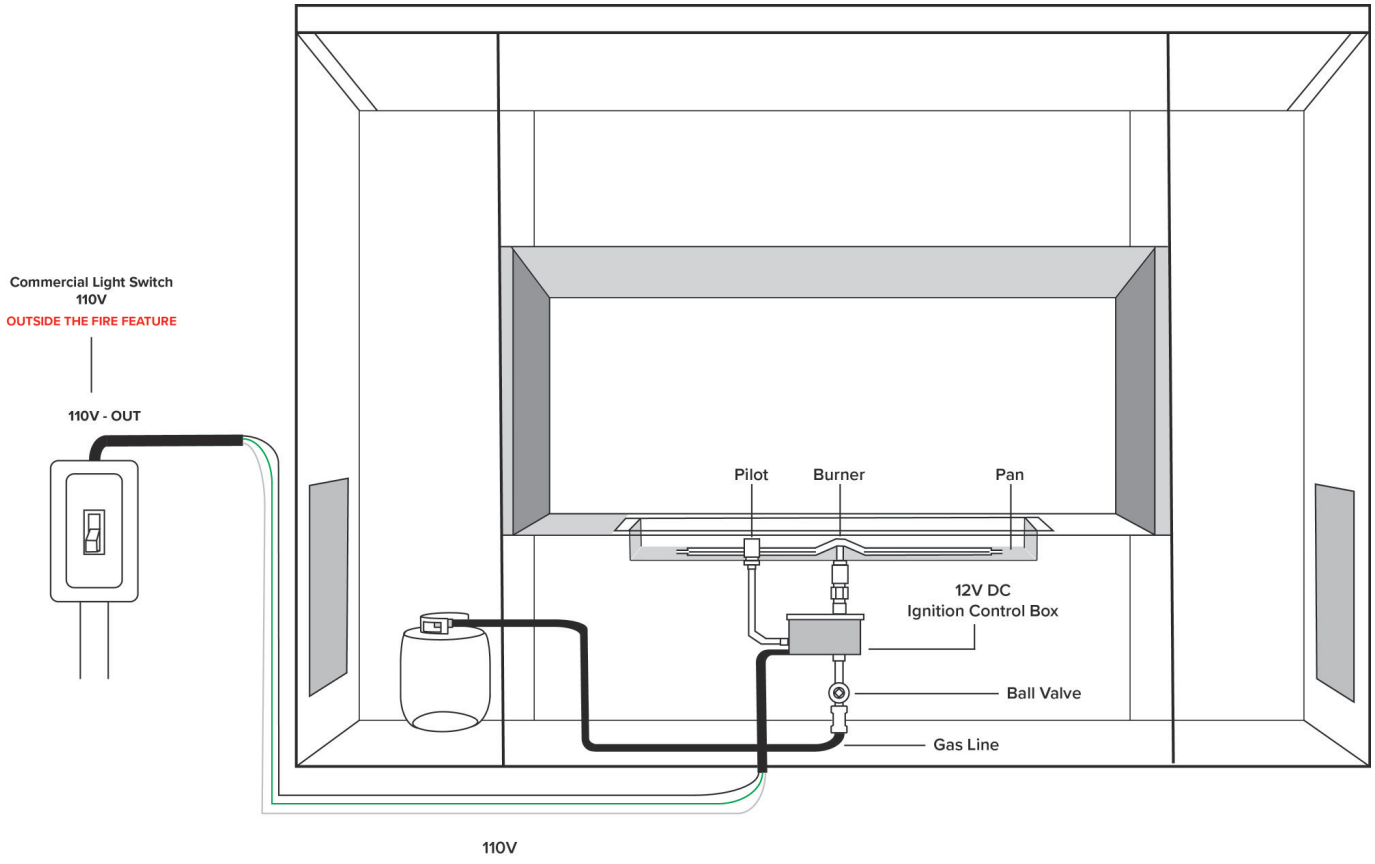


Figure 3.5 | Using an Automated Pool Controller with 110V Accessories & 30V DC Control Panel

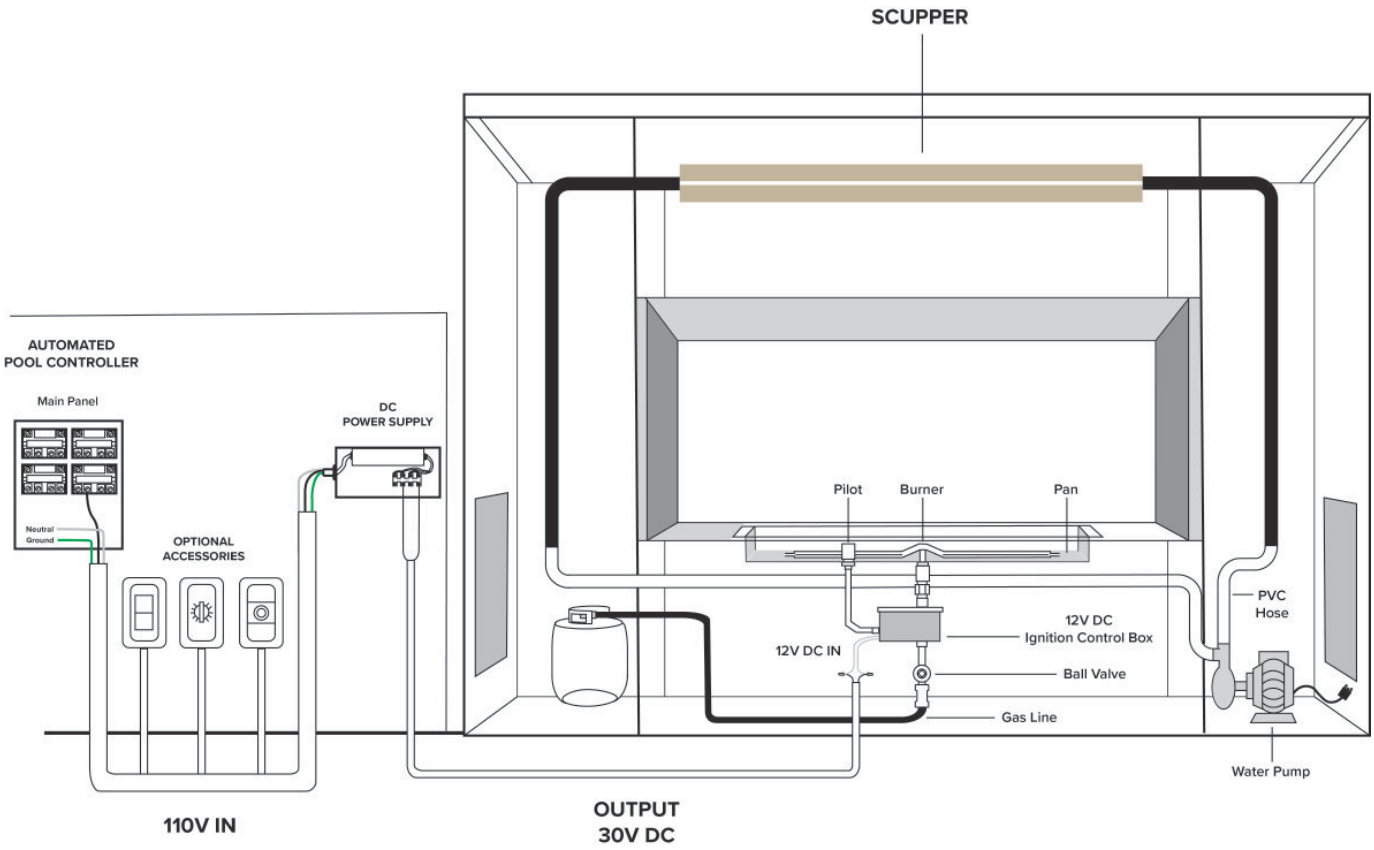
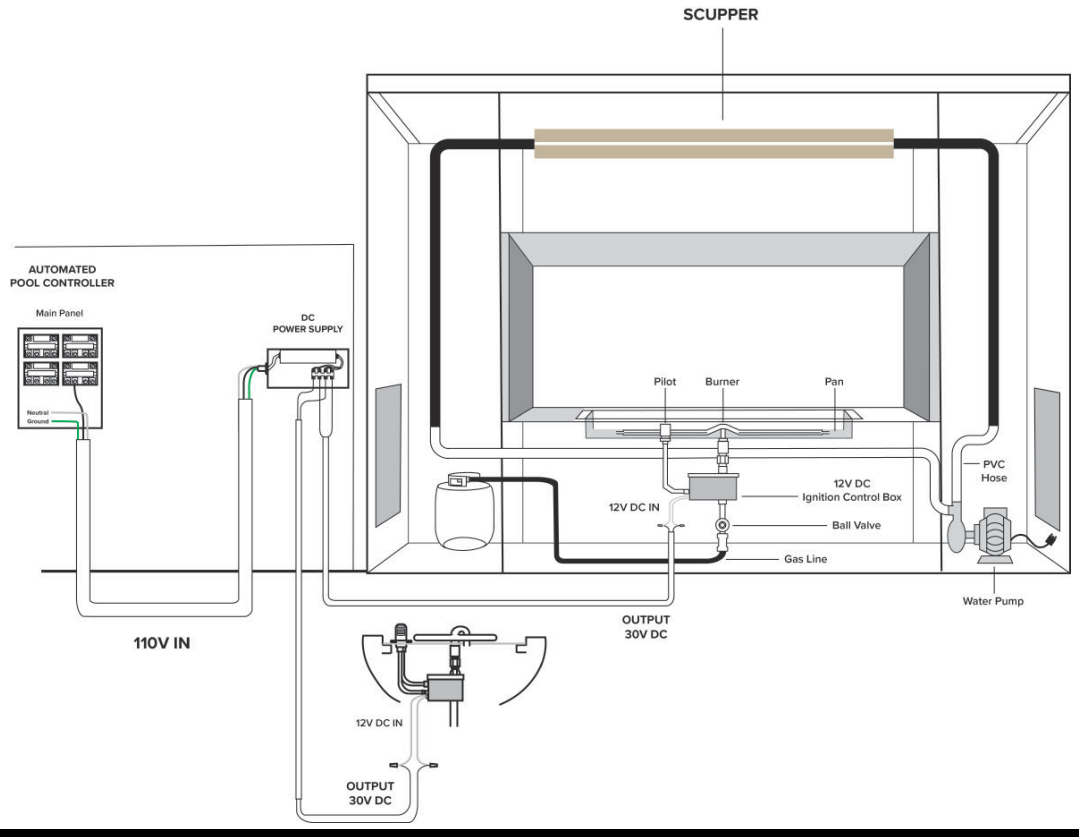


Figure 3.6 | Using an Automated Pool Controller with a 30V DC Control Panel



OPERATION & USAGE

THIS SECTION EXPLAINS HOW TO OPERATE THE FIRE FEATURE

Congratulations on getting your new fire feature installed! Let's get started with how to operate and use your Williams Fire Place.

Your fire feature should have one of the following methods to turn on and off the fire feature:

Match Lit Ignition System

» Manually turn the Key Valve to the ON/OFF position on the side of the fire pit. Use a match or any similar type of flame ignition to turn on your fireplace.

Match Lit with Flame Sense System

» Our Match Lit with Flame Sense replaces your key valve, instead you will be using the Flame Sense Knob to turn ON/OFF your fireplace. Please see Page 25 for more details.

Flame Sense with Spark Ignition

» Our Flame Sense with Spark Ignition replaces the key valve and using an open flame. To turn on the system you need to turn the ON/OFF Knob seen in Page 26. Press the spark ignition button and a flame will appear, wait a few seconds to let the gas fill the burner and turn knob, this will ignite the burner.

Low Voltage Electronic Ignition System

» Our Low Voltage Electronic Ignition System let's you connect the unit to different type of electronic accessories like a light switch, emergency timer, and more. Please see Page 28 to see how to turn on the unit.

Plug & Play Ready

» The Plug and Play Ready Units are the easiest to use from all of them. All you need to do is power on the unit and turn the Key Valve to ON. A flame will appear and your Fireplace unit is ON.

STEP 1

PLACE THE FIREPLACE IN A DESIRED LOCATION



THE WILLIAMS FIREPLACE IS DESIGNED FOR OUTDOOR USE ONLY!

» Never place this appliance in a building, garage, or any other enclosed room or under a sealed overhead structure, or in any type of enclosed area such as a garage, shed, or breezeway. Keep clear of trees and shrubs.

» Do not place fire pit under or near windows or vents that can be opened into your home.

» Maintain sufficient distance as to not overheat any overhead combustible material such as a patio cover. The area surrounding your fire pit should be kept clean and free from flammable liquids and other combustible materials such as mops, rags or brooms, as well as solvents, cleaning fluids, and gasoline.

» Do not block the vents located near the base of your fire pit as gas may build up in case of leak and cause serious damage.

» Do not locate appliance where it can get excessively wet. Do not use this appliance if any part has been underwater. Immediately call a qualified service technician to inspect the unit and to replace any part of the control system and any gas control which has been underwater.

» Place your fire pit on a flat and stable surface in an outdoor location such as a patio deck.

» Maintain the following clearances to combustible materials:

SIDES AND BACK	**TOP**
48 inches (122 cm) measured from side	96 inches (244 cm) measured from hearth

Ventilation

Fresh air must be able to pass though installed vents to safeguard against residual gas accumulation. Failure to allow proper ventilation may cause fire or explosion. Place the fire pit on a solid platform such as concrete to allow air flow through vents in the bottom. The vents must never be allowed to be obstructed. (See the Clearance from Combustibles page at the end of the manual.)

Placement for Natural Gas

If you are planning to use natural gas, you may choose to locate the fire pit in a permanent location in order to hide the gas line. If you bury the gas line, you will need a gas riser about 10” above the ground. You will also need to have a gas valve located OUTSIDE the fire pit in order to shut off gas to the fire pit. We strongly recommend having a licensed contractor install your gas line.

STEP 2
CONNECT THE GAS LINE

LOCATION OF THE GAS

» This fireplace works for both Liquid Propane and Natural Gas Installation. Your fireplace comes pre-plumbed all you need to do is connect the gas line to the appropiate gas inlet.

STEP 2A
CONNECTING LIQUID PROPANE



LOCATION OF THE GAS

» Have a propane tank ready to connect to your firepalce.

STEP 2B
CONNECTING NATURAL GAS



LOCATION OF THE GAS

» Have a dedicated line running from your Gas Meter to the fireplace location.

STEP 3
PERFORM A LEAK TEST



3A

» Mix water & soap, apply on all gas connections.



3B

» Apply a lot of the mixture.



3C

» Turn on the Gas and check your gas line.



3D

» If no bubbles apper you have connected the gas line correctly.

NOW YOU CAN MOVE ON YOUR IGNITION TYPE

HOW TO TURN ON YOUR **MATCH LIT SYSTEM**

THIS SECTION EXPLAINS HOW TO TURN ON YOUR MATCH LIT SYSTEM

STEP 1

Place Your Key Valve



» Place the Key Valve on the Gas Valve. Place the Key Valve on and be ready to Turn. Do No Turn.

STEP 2

Have a Light Ready



» Turn on the lighter. Have it ready.

STEP 3

Turn the Key Valve



» Start turning the Key Valve, this will allow the gas to flow easily to the burner.

STEP 4

Light The Burner



» Once the burner turns on, you can turn of the lighter. The Fireplace has been turned on.

» Adjust your desired flame height.



MATCH LIT SYSTEM

HOW TO TURN ON YOUR **MATCH LIT WITH FLAME SENSE**

THIS SECTION EXPLAINS HOW TO TURN ON YOUR MATCH LIT WITH FLAME SENSE

STEP 1

Push the Knob In

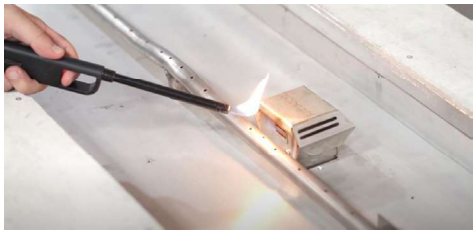


» The Match Lit with Flame Sense unit acts like a Key Valve.

» Push the Knob In for 20sec. This will allow gas to run up to the pilot.

STEP 2

Have your Lighter Ready.



» After 20sec-30sec turn on the Lighter close to the pilot.

» This will allow the Flame Sense to activate and a small flame should appear right after. If a small flame stays on without you having to use the lighter, you have done it right.

STEP 3

Turn the knob on.



» Now that the small flame is on. You can start turnign the Knob.

STEP 4

The Burner is ON



» Once the Fire starts, adjust to your desire flame height.

STEP 5

Turing OFF



» To turn of the Match Lit and Flame Sense system. Turn the Knob to the Off Setting. Make sure you have the knob in the center, push in slighty and turn right.



MATCH LIT WITH FLAME SENSE

HOW TO TURN ON YOUR **FLAME SENSE WITH SPARK IGNITION**

THIS SECTION EXPLAINS HOW TO TURN ON YOUR FLAME SENSE WITH SPARK IGNITION

STEP 1A

PUT ON THE BATTERY



UNDO THE BATTERY KNOB

» We Include a Battery with your unit, we install it backwards so your Fire Units does not ignite during transit.

STEP 1B

PUT ON THE BATTERY



FLIP THE BATTERY TO ITS CORRECT POSITION

» Turn the Battery to the Positive Charge is Facing Out.

STEP 1C

PUT ON THE BATTERY



UNDO THE BATTERY KNOB

» Reinstall the battery and press the button, you should hear a “click, click, click” sound.
» If you do not hear a click sound you might have a dead battery.

STEP 1D

PUT ON THE BATTERY



TEST YOUR SPARK

» Make sure your Spark Ignition is working before turning on the Gas.

STEP 2A

TURNING ON



PRESS THE GAS VALVE (IN)

» Place the Knob in the [Pilot Light] position and press in for 30-60sec. This will allow gas to go up up to the pilot.

STEP 2B

TURNING ON

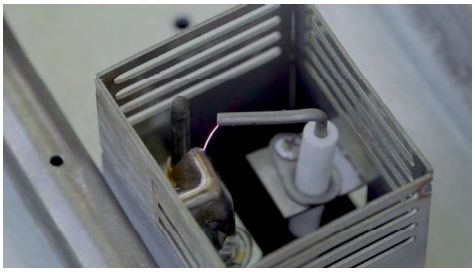


LOCATION OF THE GAS

» You are still holding the Knob In.
» After 30-60sec press the Spark Ignitor.

STEP 2C

TURNING ON



LET SPARKS FLY

» Sparks will occur near the pilot.
» A BLUE/RED/ORANGE flame will appear.
» Once the Thermocouple is HOT. The Pilot light will remian lit with out you having to press or hold anything.

STEP 2D

TURNING ON



TURN ON THE SYSTEM

» To turn on your Fireplace. Turn the Knob to the LEFT and this will allow gas to flow more opening.

STEP 2E

TURNING ON



YOUR FIRE PLACE IS ON

» Adjust your Flame Height to your desire height.
» Make sure you read our Safety Guidelines.
» Enjoy Your Fireplace.

HOW TO TURN ON YOUR **FLAME SENSE WITH SPARK IGNITION**

THIS SECTION EXPLAINS HOW TO TURN ON YOUR FLAME SENSE WITH SPARK IGNITION

STEP 3A

TURNING OFF



PLACE THE KNOB ON (PILOT LIGHT)

» Place the Gas Valve Knob on the Pilot Light Position. This will turn off the Gas to the Burner.
» But the Pilot will still have a FLAME on. It is not fully shut off.
» When the Knob is turned to the center position the flame will be ideling, this happen when someone want to turn it back on they won't have to repeat Steps 1 & 2.

STEP 3B

TURNING OFF



TURNING OFF

» When you are ready to Turn Off the Unit completely. Press the KNOB inward and Turn to the right.
» This will cut off all gas from going to the pilot and the burner.

STEP 3C

TURNING OFF



COMPLETELY OFF

» Your Flame Sense with Spark Ignition should look like this.
» This will complety turn off the unit.
» Remember to Turn Off your Gas Line as well to fully turn of the unit.



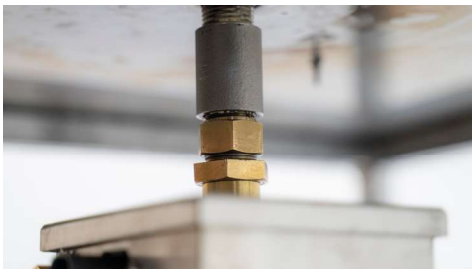
FLAME SENSE WITH SPARK IGNITION

HOW TO TURN ON YOUR **LOW VOLTAGE ELECTRONIC IGNITION**

THIS SECTION EXPLAINS HOW TO TURN ON YOUR LOW VOLTAGE ELECTRONIC IGNITION

STEP 1A

CONNECTING LOW VOLTAGE

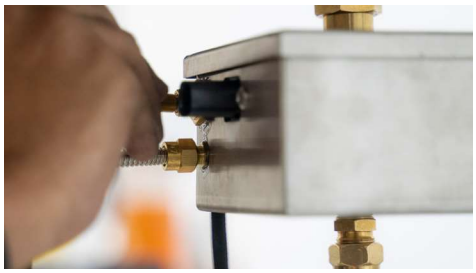


» Your Low Voltage should come connected.

» We preassemble all electronic ignition system. This is how we connect our Low Voltage Ignition System.

STEP 1B

CONNECTING LOW VOLTAGE



» We connect all the wires to their destination.

» Each connection has their own outlet, they can only go to one end.

STEP 1C

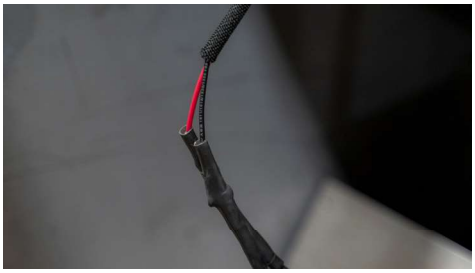
CONNECTING LOW VOLTAGE



» Once every thing is connected you can move on the the Electronic Connection.

STEP 1D

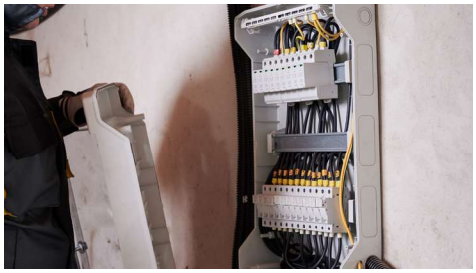
CONNECTING LOW VOLTAGE



» Connect the Black and Red Wire to your ON/OFF Switch.

STEP 1E

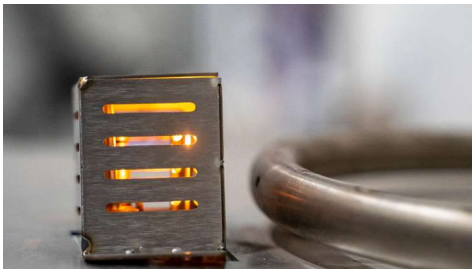
CONNECTING LOW VOLTAGE



» Connect to your Pool Automation or any other ON/OFF Switch.

STEP 2A

TURNING ON



» Turn on your ON/OFF Switch and you will see the Pilot Glowing. This is an indication that the pilot is working.

STEP 2B

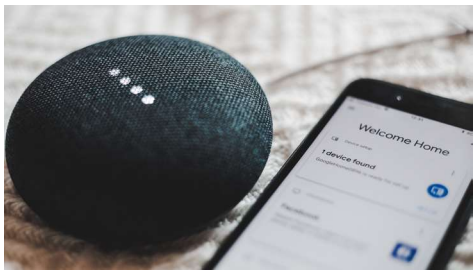
TURNING ON



» Give it a few seconds and the burner will light on its own.

STEP 2C

TURNING OFF



» If you have your Pool Automation connected to your Smart Home Device you can control when to Turn ON/OFF your fire-place system.



LOW VOLTAGE ELECTRONIC IGNITION

HOW TO TURN ON YOUR **PLUG & PLAY IGNITION SYSTEM**

THIS SECTION EXPLAINS HOW TO TURN ON YOUR PLUG & PLAY READY IGNITION SYSTEM

STEP 1A

TURNING ON



CONNECT THE PLUG

» Connect the plug to your standard home outlet, extension cord, power source, home device, or smart device.

STEP 1B

TURNING ON



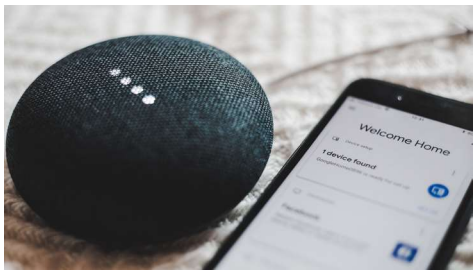
CONNECT THE PLUG

» Make sure the power you are connecting to is Turned OFF.

» Connecting the Unit while there is Power will Turn On the Glow Plug. Avoid this as it might damage the unit.

STEP 1C

TURNING ON

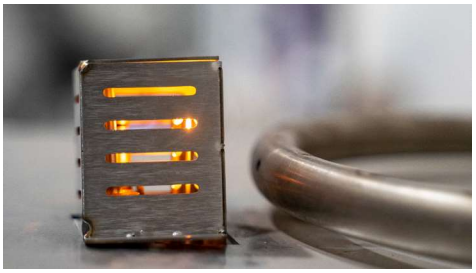


YOUR SMART DEVICE

» You Smart Device will allow you to turn ON/OFF your Fire Feature.

STEP 2A

TURNING ON



TEST YOUR SPARK

» Make sure your Spark Ignition is working before turning on the Gas.

STEP 2B

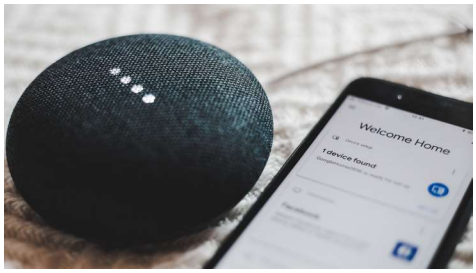
TURNING ON



» Give it a few seconds and the burner will light on its own.

STEP 2C

TURNING ON



YOUR SMART DEVICE

» You Smart Device will allow you to turn ON/OFF your Fire Feature.



PLUG & PLAY READY IGNITION SYSTEM

TROUBLESHOOTING

THIS SECTION DEMONSTRATES POTENTIAL ISSUES & COUNTERMEASURES TO REPAIR YOUR UNIT

SEQUENCE OF OPERATION	FAULT	CHECK	RESULT	ACTION(S)
Power ON	No Function / No LED Indication	Check for 14V at Transformer	No or Low Voltage	Make sure transformer is powered. If so, replace transformer.
		Check for 14V at Control Box	No or Low Voltage	Check wiring for continuity, replace if broken.
				Ensure wire is <50 feet long and 12AWG minimum (smaller number is bigger wire) Replace with larger wire or shorten length. Replace with correct wiring if incorrect.
IGNITER WARM-UP	LED On, No Ignition	Check for breaks in Pilot Igniter	Broken	Replace Pilot Igniter
		Check Pilot Igniter Wiring & Connector	Damaged or Broken	Repair
TRIAL FOR IGNITION	Igniter ON, does not light Control goes through all ignition attempts then enters 2 LED flashes lockout	Is pilot valve opening?	No. Pilot gas flow	1. Check input gas pressure. Maximum pressure 1/2 PSI. Install regulator if higher. 2. Check voltage to pilot valve. Voltage should read >10.2VDC. Check "No or Low Voltage" above if less. 3. Check pilot coil for open circuit. Replace pilot valve if open.
			Yes. Gas flow at pilot. No ignition/ low flame	1. Ensure air has been bled from gas line. 2. Consult burner manufacturer for minimum gas pressure. 3. If natural gas, ensure pilot jet is not for LP 4.Check pilot injector for clogged jet. Clean or replace. 5. If pilot can be lit with a match, check igniter position and adjust, or check "No or Low Voltage above."
	Pilot lights but goes off at end of trial without main burner. 2 Flashes lockout after end of trails. Flame is not detected.	Ensure pilot flame is impinging on the termocouple	NO	1. Check for clogged pilot or injector and clean. 2. Check for correct pilot injector. (LP or NG)
		Is the thermocouple securely connected to the control box?	NO	Tighten Connection
			YES	Replace Thermocouple
Burner ON	Units shuts down after flame detected	LED flashing 3 times, no recycle?	YES	1. Maximum flame losses per heat cycle exceeded. Recycle power to reset. 2. Ensure pilot flame is impinging on the thermocouple and is adequately sheltered from the wind. If impingement is consistent and no wind present, replace thermocouple.
		LED flashing 4 times, no recycle? (Flame sense fault)	YES	Turn power off for 10 seconds and back on. If persistent, replace control module.
		LED flashing 5 times, no recycle? (Valve fault)	YES	Turn power off for 10 seconds and back on. If persistent, check "No or Low Voltage" above. If voltage is okay, replace module.
		Shuts down before main burner lights.	YES	Check "No or Low Voltage" above.
		Shuts down after being on for several minutes or hours and does not relight	YES	Over temperature - ensure control compartment remains under 175° F. If continued operation above this temperature, life of product will be reduced.
		Unit shuts down for 1 minute every 24 hours	YES	This is normal operation for validation of safety circuitry.

TROUBLESHOOTING CONT'D

THIS SECTION DEMONSTRATES POTENTIAL ISSUES & COUNTERMEASURES TO REPAIR YOUR UNIT

THE ELECTRONIC IGNITION VALVE IS INSTALLED BUT WHEN TURNED ON NOTHING HAPPENS:
The most common cause is an electrical wiring or power issue. Inspect all electrical connections carefully to confirm all wires from the transformer to the fire feature are connected properly. If wiring is properly connected, disconnect the wires at the fire feature and use a multimeter to confirm a minimum of 12 volts when the fire feature is turned on. If there is not a minimum of 12 volts at the fire feature, conduct the same test at the transformer to determine if the transformer is truly producing a minimum of 12 volts. If you do have a minimum of 12 volts at the fire feature contact us for further assistance.

THE ELECTRONIC IGNITION VALVE IS TURNED ON, THE IGNITER GLOWS ORANGE AND GAS CAN BE HEARD FLOWING, BUT DOES NOT IGNITE: The two most common causes to this fault are; Air in the Gas Line or low Electrical Current to the fire feature.

Air in the Gas Line:
New gas line installations often have air trapped inside that must be removed or purged prior to installing the Electronic Ignition Valve. If the line has not been properly purged, it may take several cycles of turning the fire feature on and off before all the air is purged from the gas line.

Understanding how the Electronic Ignition Valve operates will help you go through the purging process. When you turn on the Electronic Ignition Valve, the igniter will begin to glow, followed by the pilot gas valve opening 4 seconds later. During the next 3 minutes the igniter will cycle on and off every 30 seconds while the pilot gas valve will remain on the entire time. Accordingly, if you are attempting to purge air from the gas line, engage the electronic ignition valve and leave it on for approximately 3 minutes. Next turn it off and then back on. Let the electronic ignition valve run for an additional 3 minutes. When purging air from a new gas line, you may need to cycle the power several times as described above before gas begins to flow. If at any point you smell gas and still don't have ignition, you should attempt to light the pilot flame with a hand held lighter. If ignition occurs when you light it by hand, please read the section titled **Electrical Current.**

Electrical Current:
If purging the gas line does not solve the problem, the ignition failure is most likely the igniter not getting hot enough to light the gas. The main reason an igniter will not reach full temperature is low amperage.

Electricians will commonly check the electrical power, note there are a minimum of 12 volts and think everything is fine electrically, so there must be a problem with the Electronic Ignition Valve.

The deficiency is not in the volts but rather the amps.

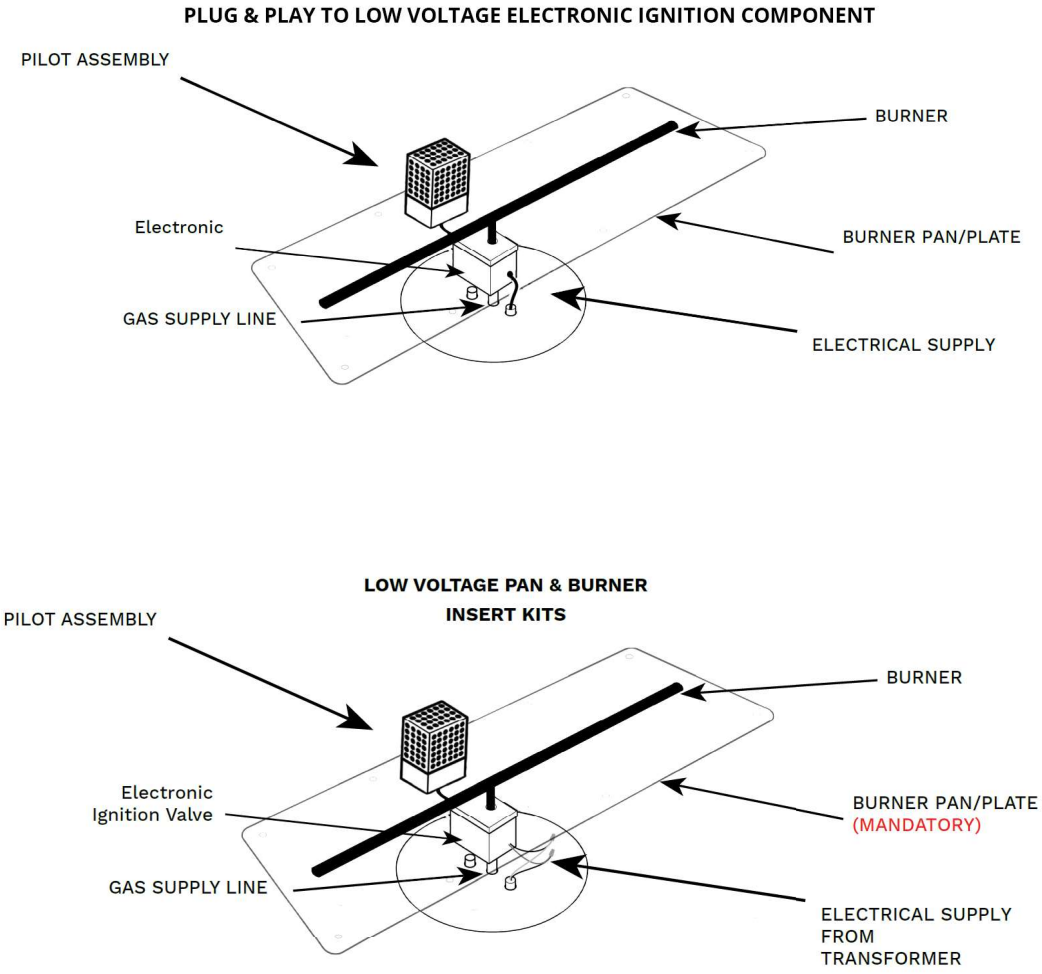
Amperage reaching the fire feature is dependent on the gauge wire used between the transformer and the fire feature. Our installation instructions require no less than 12 gauge wire up to 50 feet and 10 gauge for installs over 50 feet. Smaller wire size will often be the problem in ignition. Steps to check for sufficient amperage:

» CAUTION: Turn off the gas supply before proceeding.
» Utilizing clamp on ammeter, clamp the ammeter around one of the wires providing power to the Electronic Ignition Valve.
» Turn on the fire feature.
» Amperage should range between 1.4 to 1.6 amps initially. Four seconds after being turned on the amperage will jump to approximately 2.0 amps.

If the amperage listed previously is not present AND the wire gauge used was less than listed above, change the wiring. Otherwise contact us for further assistance.

THE FIRE FEATURE WAS TURNED OFF, BUT SMALL FLAMES CAN STILL BE SEEN FLICKERING FROM THE FIRE FEATURE: Turn the fire feature back on, let the main burner light and then turn it off again. You may need to do this several times. Small pieces of debris in the gas line may get caught in the main or pilot valve preventing it from completely closing. This is common a new gas line. By cycling power you can often dislodge the debris. If cycling power does not rectify the problem, turn the gas off using the manual gas shutoff and contact us for further assistance.

FIGURE 1



MAINTENANCE

THIS SECTION SHOWS YOU HOW TO MAINTAIN AND UPKEEP THE FIRE FEATURE

CLEANING

Inspect the appliance before initial use. Clean the appliance at least annually and have it inspected by a qualified field service person.
Periodically examine the burner. If the burner is dirty, clean it with a soft wire brush. Remove any dirt or debris in this area. This will ensure long life and trouble-free operation.
The easiest way to clean the fireplace is to let it cool completely off. Spray the enclosure off with water. Note: Do NOT spray water directly onto the burner and igniter and wipe clean with a dry cloth.
When not in use and after cooling, cover your fireplace with a full length cover. The cover will help protect your fireplace from detrimental effects of weather and environmental pollutants (see your local The Outdoor Plus dealer for details).
Before placing the cover on the fireplace, make sure the unit is shut off, that the gas lines are disconnected and that the unit has had sufficient time to cool.
More frequent cleaning may be required as necessary. It is imperative the control compartment, burner and circulation air passageways of the appliance be kept clean and free.

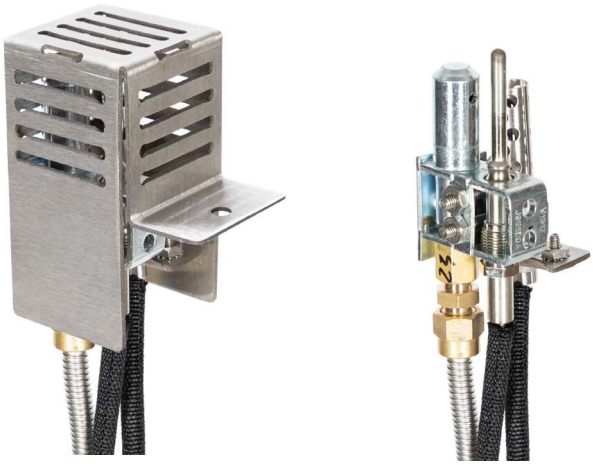
MAINTENANCE

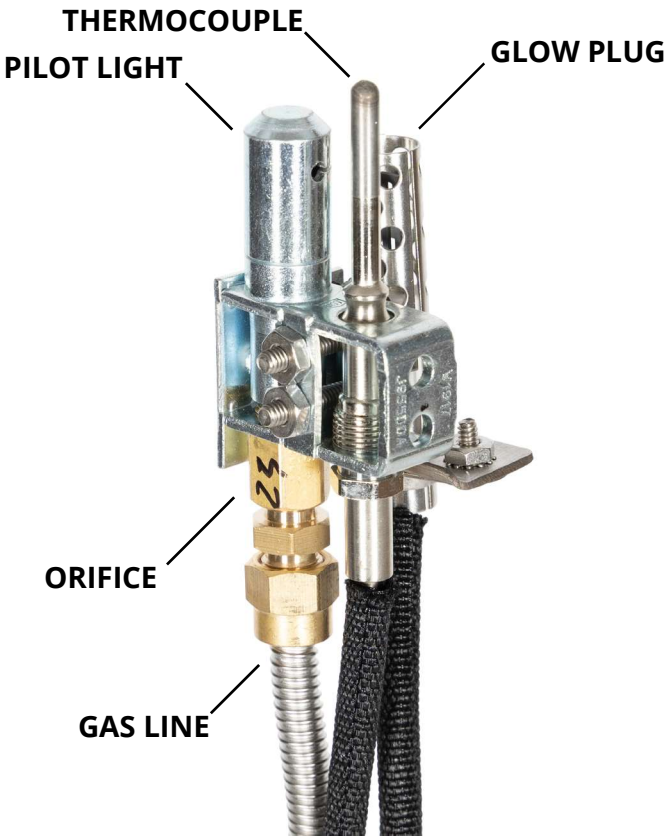
Annually have a licensed gas service technician check the hose connecting the propane gas cylinder to ensure it is not cracked or damaged in any way. All natural gas hook-ups should be serviced and inspected only by qualified installers only.
Spiders and other insects can nest in the burners and block the gas and airflow to the burner ports. This creates a dangerous condition that can result in a fire from behind the valve panel. Inspect and clean the burners periodically.
Any guard or other protective device removed for servicing the appliance must be replaced prior to operating the appliance.
Inspect the fuel supply connection for signs of leakage (including the hose for propane models) before each use of the appliance.
Do not repair or replace any part of your fire pit. Have a qualified technician perform all service. Any repairs made by a non-approved service technician will void your warranty.

STORAGE

When your fireplace is not in use, turn off the gas at the source.
Store propane cylinders outdoors in a well-ventilated area out of reach of children.

Disconnected cylinders must have threaded valve plugs tightly installed and must not be stored in a building, garage, or any other enclosed area.





VISUALLY INSPECT THE PILOT

REMOVAL OF DEBRIS

» Do NOT perform maintenance until surfaces of the fire feature are cool to the touch. The Outdoor Plus recommends leaving the fireplace off for at least 1 hour prior to servicing.

» Remove any debris on or around the fire feature such as spider webs, dirt, etc. by using a dry brush or compressed air.

» Pilot debris removal: Unscrew the pilot cover from the igniter. Use a dry brush or compressed air to clean out the pilot igniter. Place the pilot cover back on with the screw, after pilot igniter is cleaned.

» Cleaning soot off of the Thermocouple: Once every six months or as needed. Remove media around pilot, then the pilot hood lid by unscrewing the two screws. Clean thermocouple of any soot using soft brush. Be careful not to damage hot wire element. Place media back in, see Page 16 – Fire Media Usage.

» Visually inspect the pilot. The pilot flame should cover 3/8 inch to 1/2 inch of the thermocouple. Cleaning of the pilot orifice may be required by removing pilot hood screws, pilot hood, and removing the brass orifice.

WARNING: Failure to position the parts in accordance with these diagrams or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.

REPLACEMENT PARTS

THIS SECTION SHOWS REPLACEMENT PARTS YOU MAY ORDER TO REPAIR THE UNIT.



PILOT IGNITER
TOP-500PI



GLOW PLUG REPLACEMENT
TOP-PIGP



THERMOCOUPLE REPLACEMENT
TOP-PITC



PILOT IGNITER COVER
TOP-PIC



STAINLESS STEEL WHISTLE FREE HOSE
Call for Part No. Many Variations



TURN KEY FOR GAS VALVES
Call for Part No. Many Variations



FLAME SENSE WITH SPARK IGNITION
TOP-FSPBI



MATCH LIT WITH FLAME SENSE
TOP-FSML

CLEARANCE FROM COMBUSTIBLES

THIS SECTION OUTLINES THE CLEARANCE FROM COMBUSTIBLES REQUIREMENTS FOR SAFE OPERATION

Clearance for units with up to 65K BTUs - For Outdoor Use Only

Flooring

All fireplaces and fire features must be installed on non-combustible flooring. If the fire feature is installed on a combustible floor, such as wood decking, a non combustible floor paneling MUST be properly installed underneath.

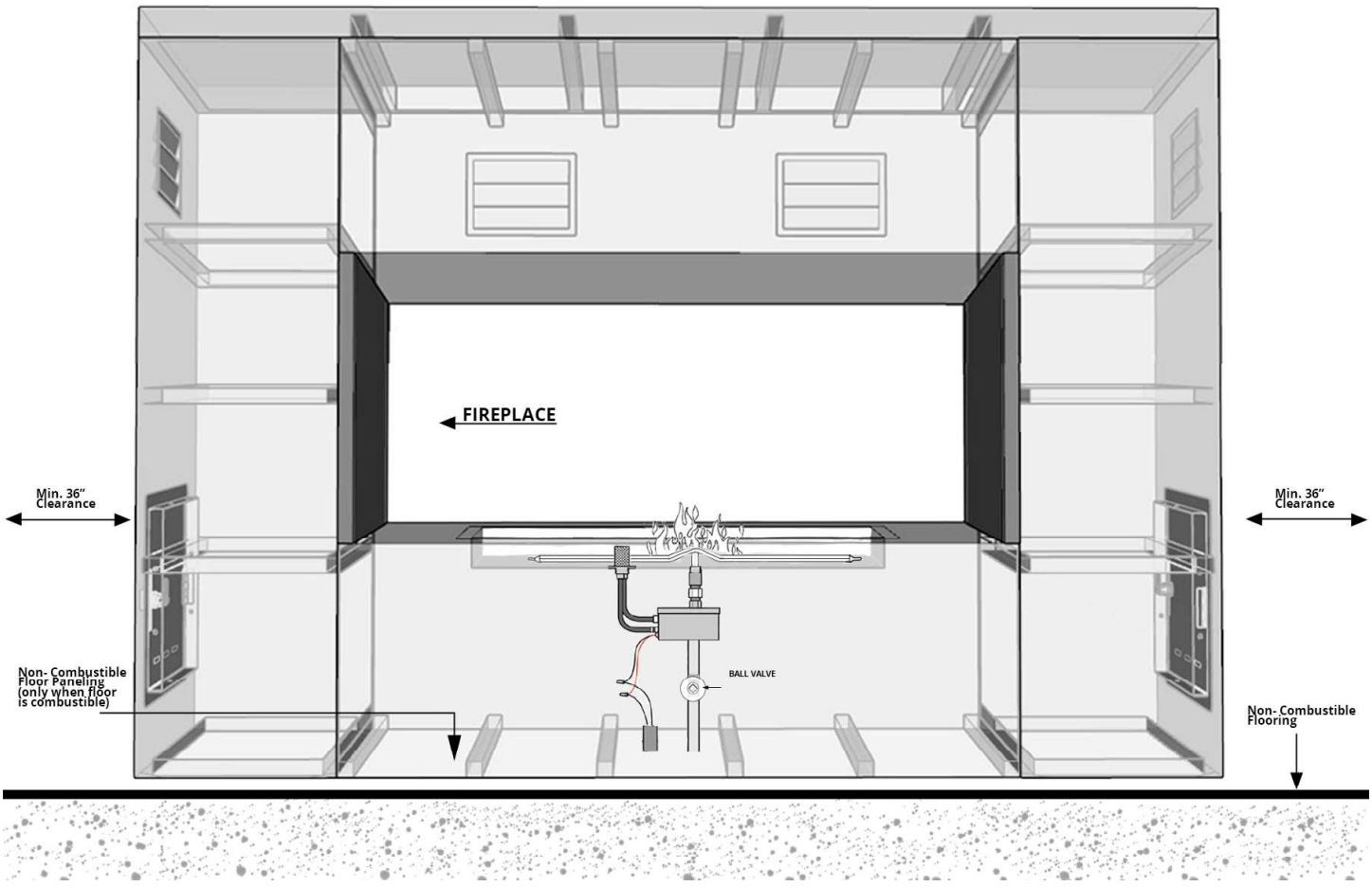
Installation

We suggest that our products be installed by professionals that are locally licensed by the authority having jurisdiction in gas piping.

Service

We suggest that our products be serviced by a professional certified in the US by the National Fireplace Institute (NFI) as NFI Gas Speciatlists

LOW VOLTAGE SYSTEM



CLEARANCE FROM COMBUSTIBLES

THIS SECTION OUTLINES THE CLEARANCE FROM COMBUSTIBLES REQUIREMENTS FOR SAFE OPERATION

Clearance for units with up to 65K BTUs - For Outdoor Use Only

Flooring

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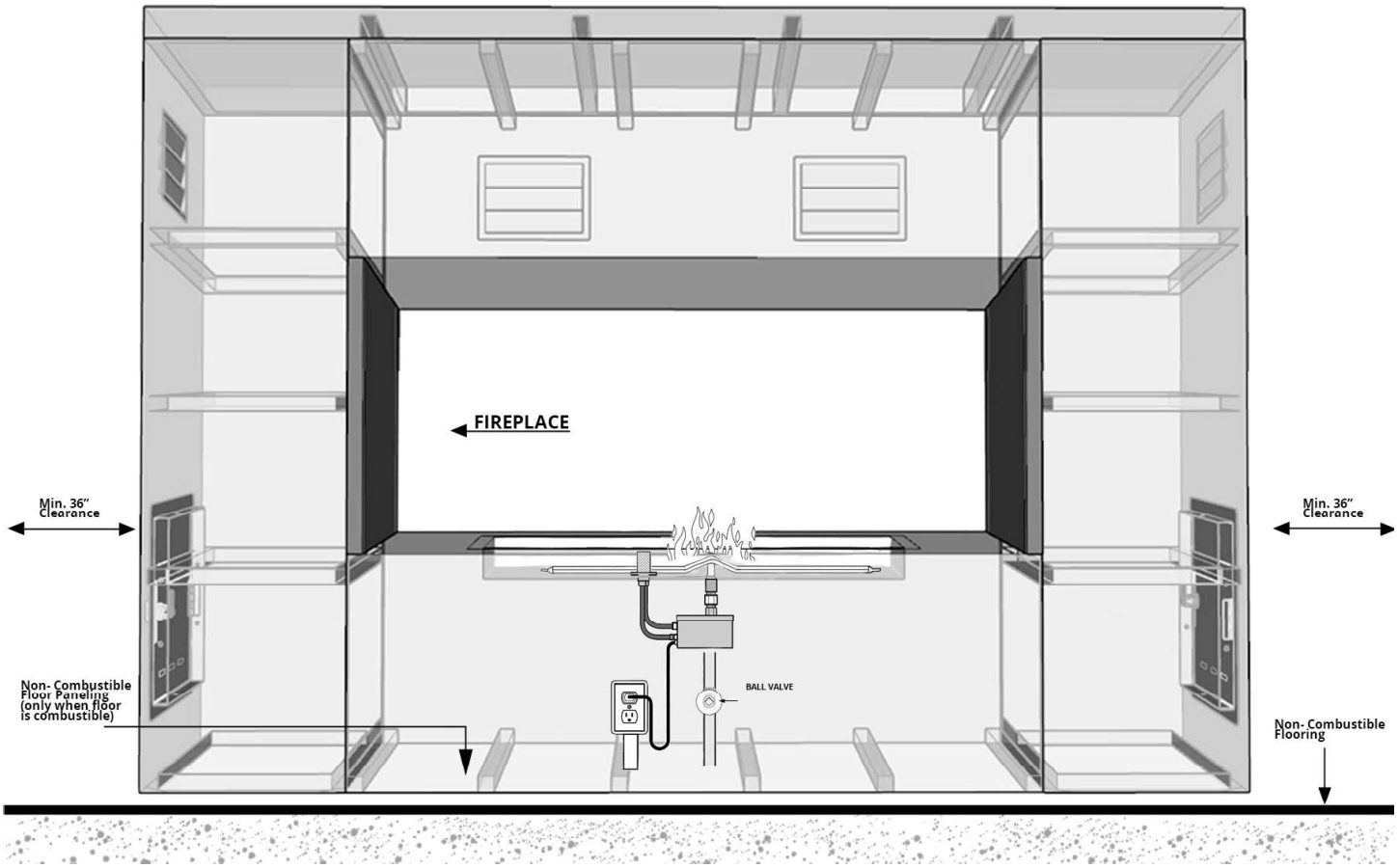
Installation

We suggest that our products be installed by professionals that are locally licensed by the authority having jurisdiction in gas piping.

Service

We suggest that our products be serviced by a professional certified in the US by the National Fireplace Institute (NFI) as NFI Gas Speciatlists

PLUG & PLAY SYSTEM



WARRANTY INFORMATION

THIS SECTION OUTLINES THE WARRANTY OFFERED BY THE OUTDOOR PLUS

The Outdoor Plus Company (TOP) warranties its products against manufacturing defects that prevent safe and proper functioning as follows:

Electronics, Gas Valves, & Pilot Assembly:
Commercial - 6 Months ; Residential - 1 Year

Stainless Steel & Aluminum Pans:
Commercial - 1 year; Residential - 5 years

Burner Ring & Burner Bars:
Lifetime Warranty
Electrodes & Spark Igniter:
Not Warrantied (due to lifespan)

» This commences from the date of original sale / shipment from The Outdoor Plus
» The warranty on parts and in-house labor will apply only to claims presented to us by T.O.P's original customer and is in lieu of all other warranties expressed or implied.
» The defective product must be sent back to TOP with a Return Merchandise Authorization (RMA) issued by TOP for that specific product which states the nature of the defect or warranty claim. The original purchase information will be required.
» Product to be returned should be packed carefully. The Outdoor Plus is not responsible for shipping damage on returned items.
» RMA's are only valid for 30 days which states the nature of the defect or warranty claim after the expiration date.
» The RMA number must be indicated on the outside of the return package and a copy of the RMA should be placed in the package with product.
» TOP is not responsible for damaged caused by overheating, modification, abuse, improper storage, installation, or maintenance.
» TOP is not responsible for surface level rust on metal products.
» TOP is not responsible for the actions including negligence of the installer.
» Any labor involving installation or maintenance with the unit is not covered.
» This warranty does not cover claims for incidental or consequential damage and indirect collateral expenses arising from product defects or warranty repairs. Products manufactured by TOP include cLCus, UL, or CSA Certified models, of which cannot be altered or modified in any way.
» TOP is not responsible for local codes and will not accept a return on any product that is not approved for installation. Please check with your local authorities or governing agencies for proper approvals before purchasing.

PRODUCT RETURN POLICY
» No returns on made-to-order goods.
» No returns on custom features, NO EXCETIONS.
» If a product is delivered incorrectly, it is the recipients responsibility to notify TOP within 48 hours. TOP is not responsible for incorrect or damaged packages and shipments 48 hours after they have been
received. Please call (909) 460-5579 or email support@theoutdoorplus.com for help with warranty, replacements, returns, or if you have any support related questions.

PRODUCT TESTING PROGRAM
If you believe a unit or component you received is defective, The Outdoor Plus will gladly test any component at T.O.P's facility. TOP will cover shipping back to you.

DEFECTIVE
If an item is found to be defective it will be repaired or replaced at T.O.P's discretion. TOP will absorb all costs of outgoing freight and replacement costs if product is in warranty.

NON-DEFECTIVE
If the product is found to be non-defective it will be returned to the customer - no credit will be given.
TOP ERROR

If a return is needed due to a mistake on T.O.P's part, we will issue a RMA and Return Services Label. When products are received at TOP, credit will be issued for the products and the outgoing freight on the original invoice.

CUSTOMER ERROR
If an RMA is asked for and covers current new products in the original package, we will authorize the return. The customer is responsible for the return shipping. When products are received we will issue credit for the original customer cost less a 25% restocking charge. Custom orders do not apply.

FREIGHT POLICY
All orders will be shipped FOB Ontario, California, with a standard shipping carrier selected by TOP unless customer specifically requests their own carrier and account. A freight quote may be requested in advance. TOP works diligently with standard carriers to achieve the best discounts available.



THE OUTDOOR PLUS

USA MANUFACTURER OF FIRE & WATER PRODUCTS

701 S Dupont Ave
Ontario, CA 91761

All products proudly made in the U.S.A