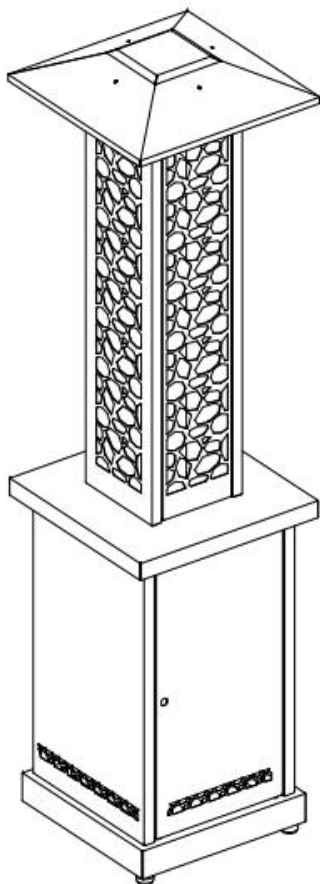




Owner's Manual

OUTDOOR WOODPELLET GLASS TUBE HEATER

MODEL # HLDS01-WPGT-BLK



AZPH-ZHL

INSTALLER/ASSEMBLER: Leave this manual with consumer. **CONSUMER:** Keep this manual for future reference.
Distributor: AZ PATIO HEATERS LLC

WARNING: For Outdoor Use Only

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

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

ATTACH YOUR RECEIPT HERE

Serial Number _____ **Purchase Date** _____

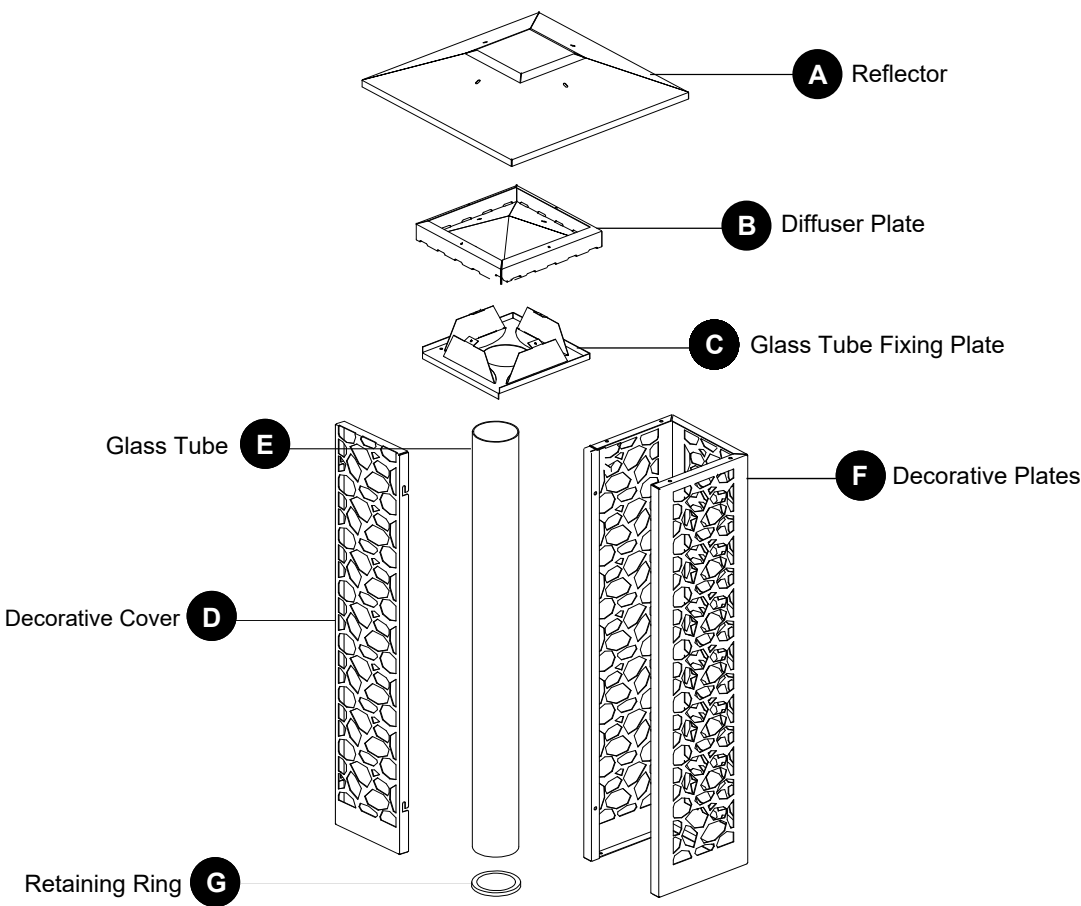


Questions, problems, missing parts? For small parts please call 1-888-775-1330 for assistance, 8 am. - 4 pm., MST, Monday - Friday. For damaged product, you will need to return to the retailer.

TABLE OF CONTENTS

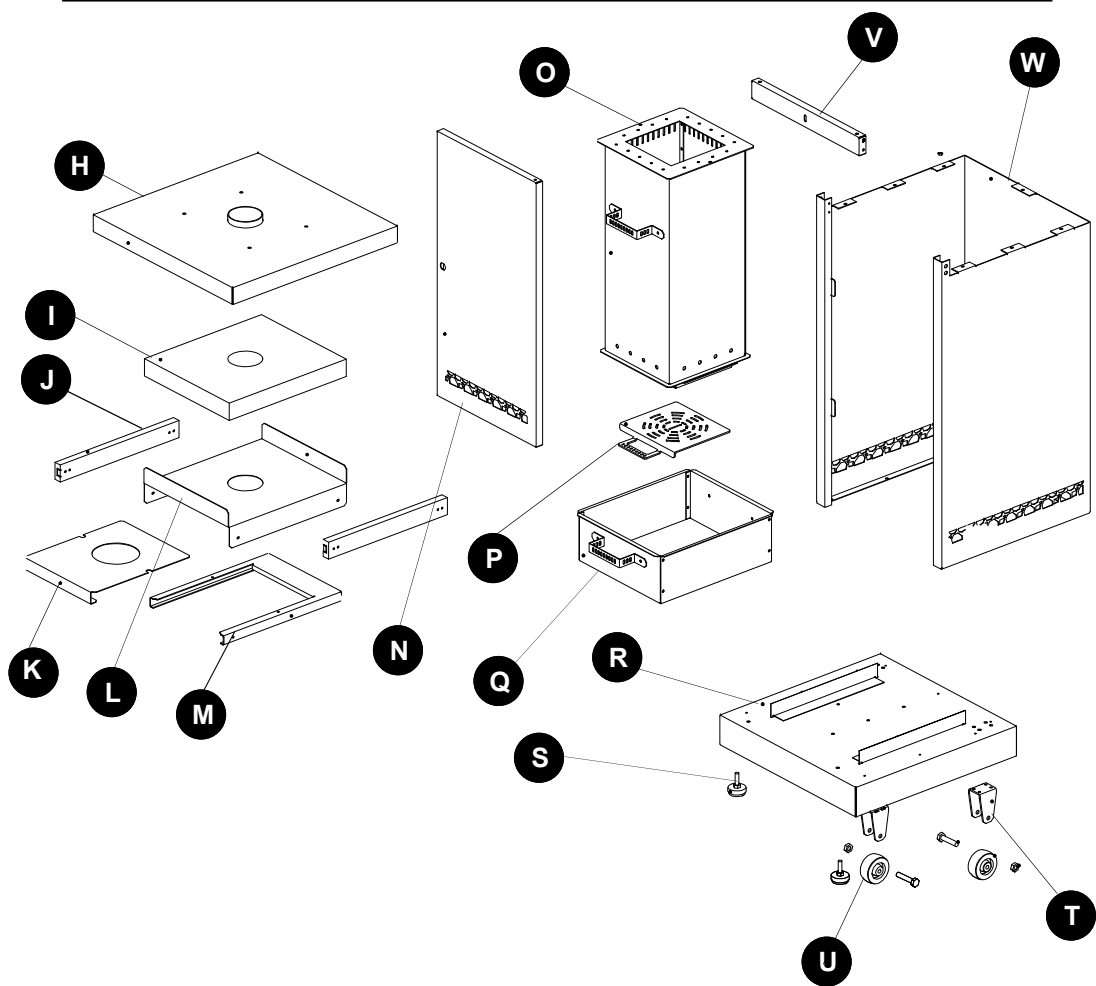
Parts/Package Contents.....	2
Hardware Contents and Manual Keeping.....	5
Safety Information.....	6
Improper Usage.....	9
Know the Design.....	9
Positioning and Moving	9
Assembly Instructions.....	10
Heater Function.....	13
Initial Operation.....	13
How to Load, Fire Up, Unload and Reload the Heater.....	14
Cleaning and Maintenance.....	16
Trouble Shooting.....	17
Return Policy.....	19
Warranty Information.....	22
Replacement Parts List.....	23

PARTS CONTENTS



PART	DESCRIPTION	QUANTITY
A	Reflector	1
B	Diffuser Plate	1
C	Glass Tube Fixing Plate	1
D	Decorative Cover	1
E	Glass tube	1
F	Decorative Plates	3
G	Retaining Ring	1

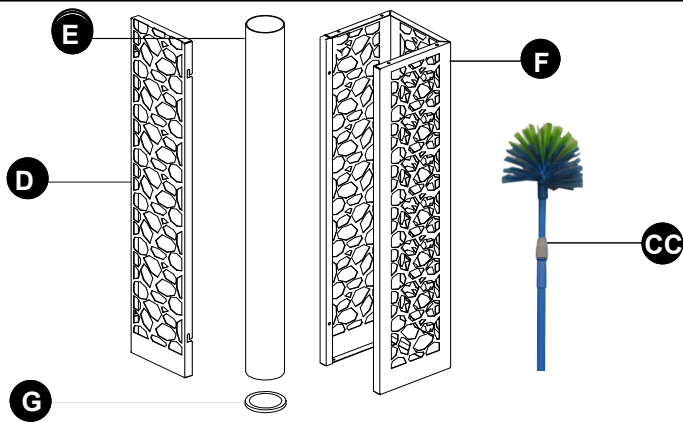
PARTS CONTENTS



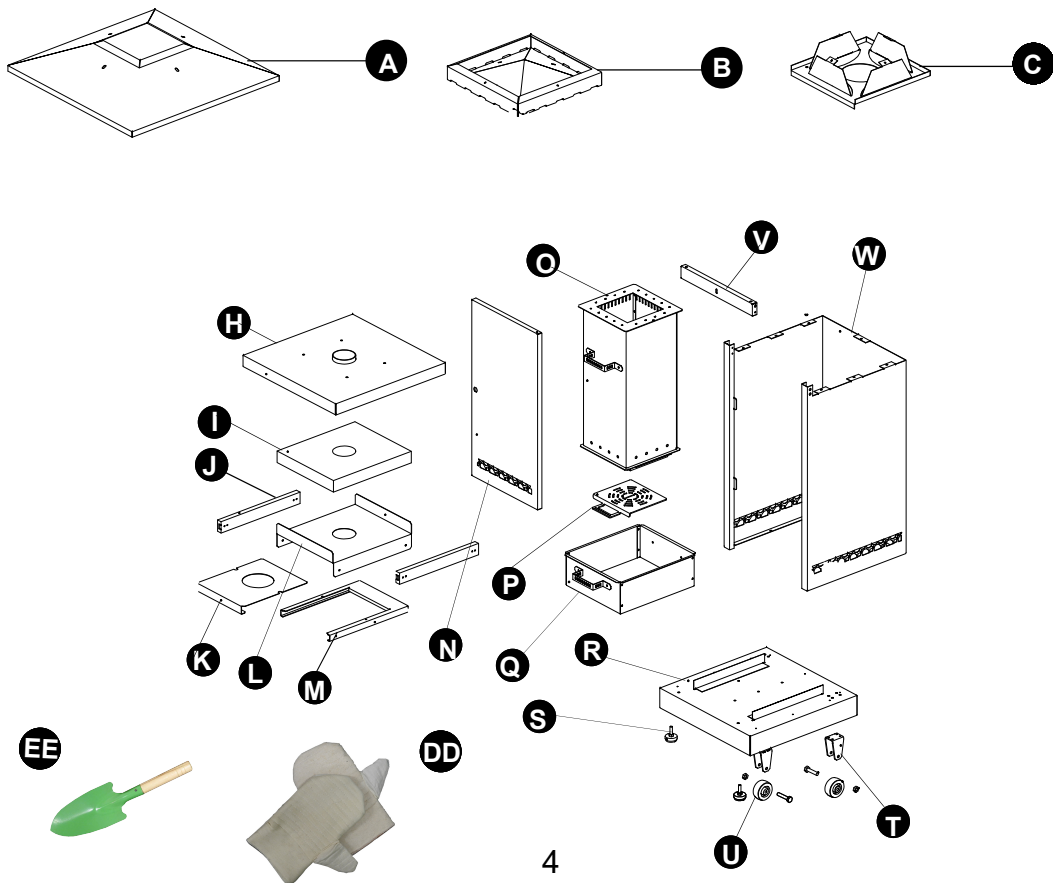
PART	DESCRIPTION	QUANTITY
H	Middle Plate	1
I	Insulation Cotton	1
J	Rail	2
K	Pellet Hopper Cover	1
L	Heat Insulation Cotton Cover	1
M	Stove Bracket	3
N	Stove Door	1
O	Pellet Hopper	1

PART	DESCRIPTION	QUANTITY
P	Stove Plate	1
Q	Collection Tray	1
R	Base Plate	1
S	Foot	1
T	Wheel Bracket	2
U	Wheels	2
V	Frame on Stove Door	1
W	Base Frame	1

PACKAGE CONTENTS: BOX 1



PACKAGE CONTENTS: BOX 2



HARDWARE CONTENTS



M5 x 16 Hexagon socket
head cap screws
Qty. 16



Allen wrench
Qty. 1

ALSO INCLUDED



Extendable Tube Brush



Mitts



Pellet Mini Shovel



MANUAL KEEPING

This manual is an integral part of the product.

It must always accompany the heater even if transferred to other persons.

This document should always be available to persons who install, use and perform any maintenance on the heater.

The document must be preserved in good condition and easily readable during the lifetime of the heater.

Consequently:

- Keep this manual in a place protected from heat and moisture, away from liquids.
- Use the document without damaging it.
- Do not tear the pages and do not modify the contents of this manual.

In the event that this handbook has damages that may impair its legibility, or is lost, you can download a digital copy from our website at **www.azpatioheaters.com/support-manuals**.



SAFETY INFORMATION

Please read and understand this entire manual before attempting to assemble, operate or install the product.

This manual contains important information about the assembly, operation and maintenance of this patio heater. General safety information is presented in these first few pages and is also located throughout the manual. Keep this manual for future reference and to educate new users of this product. This manual should be read in conjunction with the labeling on the product. Safety precautions are essential when any mechanical or propane fueled equipment is involved. These precautions are necessary when using, storing, and servicing. Using this equipment with the respect and caution demanded will reduce the possibilities of personal injury or property damage. The following symbols shown below are used extensively throughout this manual. Always heed these precautions, as they are essential when using any mechanical or fueled equipment.



DANGER

DANGER indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.



DANGER

Failure to comply with the precautions and instructions provided with this heater can result in death, serious bodily injury and property loss or damage from hazards of fire, explosion, burn, asphyxiation, and/or carbon monoxide poisoning. Only persons who can understand and follow the instructions should use or service this heater.



WARNING

WARNING indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.



WARNING

California Proposition 65
Combustion by-products produced when using this product contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm.



DANGER

- **CARBON MONOXIDE HAZARD**
- This heater is a combustion appliance. All combustion appliances produce carbon monoxide (CO) during the combustion process. This product is designed to produce extremely minute, non-hazardous amounts of CO if used and maintained in accordance with all warnings and instructions. Do not block air flow into or out of the heater.
- Carbon Monoxide (CO) poisoning produces flu-like symptoms, watery eyes, headaches, dizziness, fatigue and possibly death. You can't see it and you can't smell it. It's an invisible killer. If these symptoms are present during operation of this product get fresh air immediately!
- For outdoor use only.
- Never use inside house, or other unventilated or enclosed areas.
- This heater consumes air (oxygen). Do not use in unventilated or enclosed areas to avoid endangering your life.



WARNING: For Outdoor Use Only



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

WARNING

California Proposition 65
Combustion by-products produced when using this product contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm.

WARNING

BURN HAZARD

- Never leave heater unattended when hot or in use.
- Keep out of reach of children.

DANGER

DANGER indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

DANGER

- Alert children and adults to the hazards of high surface temperatures. Stay away from these surfaces to avoid burning skin or igniting clothing.
- Carefully supervise young children when in the vicinity of the heater.
- Do not hang clothing or any other flammable materials from the heater, or place on or near the heater.
- Replace any guard or protective device removed for servicing the appliance prior to placing back in service.
- Installation and repair should be done by a qualified service person. The heater should be inspected before use and annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative that the control compartment, burners, and circulating air passageway of the appliance be kept clean.

SAFETY

Carefully read entire manual

1. The pyrolytic heater is designed exclusively for outdoor heating and should not be used for any other purposes.
2. The heater is intended for outdoor use only. Before using the equipment the operator must read and know all the safety precautions outlined in this document.
3. All local and national regulations must be respected when installing or using the unit.
4. The heater must be placed on a floor or platform with load-bearing capacity appropriated to sustain the weight of the equipment declared by the manufacturer.
5. Place all objects at a distance of more than 12" away from the walls of the heater and at least 20" away from the radiation area of the glass tube.
6. When operating the heater, use mitts to provide adequate protection against heat.
7. Do not touch the heater during normal operation without these protections.
8. **WARNING:** Accessible parts may become hot during use. Children should be kept away.
9. The heater should be fueled only with wood pellets as it is not recommended to burn any other material.
10. It is not recommended to burn wood chips or (for example) pieces of chipboard, "medium density", pieces of painted wood, panel pieces that may contain resins, foils and/or other media finishing of wood.
11. The use of other types of wood, different from pellets, could generate toxic combustion gas and cause damages to the structure of the heater. The combustion of the mentioned types of wood is also prohibited by law.
12. The heater must be steadily controlled by the user during its normal operation.
13. The decorative cover as well as the stove door must be closed during the use of the heater. The key of the stove door needs to be pulled out. While heater is hot, use caution when using the key to refill.

SAFETY

- 14.Never exceed a maximum pellet load of 20lbs. A usage of more pellets could impair the functioning of the heater
- 15.Never insert paper, plastics or silicon materials inside the burner area.
- 16.If you see smoke, insert another piece of fire lighter in order to support the combustion. Clean the heater regularly and remove any residual from the glass tube, as well as from the pellet hopper.
- 17.Neglecting to clean the heater could cause a deterioration of the surface that could adversely affect the life of the device and lead to dangerous situations. Check for any obstructions before using the heater, especially after a longer period of inactivity.
- 18.Be sure to use proper material when cleaning the heater.
- 19.After each use the temperature of the heater will remain hot for a period of time. Be sure to use oven mitts(provided) when touching the heater until its reaches ambient temperature.
- 20.It is recommended to discharge the ash after each use. Discharging: please check for burning or hot ash in order to avoid any burns. Make usage of the collection tray.
- 21.Any repair, replacement or maintenance must be performed by a qualified technician authorized by the manufacturer.
- 22.Please contact your authorized retailer or the manufacturer itself for any questions or concerns.
- 23.Every type of work on the system that may be necessary to install and use the heater, should be performed by qualified technicians and in accordance with the laws in force in the country within which you intend to use the equipment.
- 24.In case of fire, use carbon dioxide (CO2) extinguishers; do not use water or powder extinguishers.
- 25.Do not fill the pellet hopper with quantities of pellets lower or higher than those indicated.
- 26.Do not open the decorative door to the decorative plates during the use of the heater.
- 27.Do not move the heater during the combustion process.
- 28.Before setting aside the heater in any kind of building, empty any contents left in the collection tray.
- 29.Use the heater only outdoors.
- 30.It is also NOT recommended:
 - a. To install the unit in a different manner than the one described in this handbook.
 - b. To install the unit in presence of sources that could cause possible ignition(flames, cigarettes, sparks etc.)
 - c. To install the equipment in areas with a possibility of water jets.
 - d. To Install and use the unit close to combustible materials,flammable and/or explosive materials and in places with hazardous atmospheres of fire.
 - e. To smoke while using the device or approach with devices that can generate combustion such as cigarettes or lighted lighters, flames of various kinds, scintillators.
- 31.Do not modify the equipment or perform technical operations that are not authorized by the manufacturer. Each technical maintenance or repair should always be carried out at specialized centers authorized by the manufacturer.
- 32.Do not use any accessories other than those supplied.
- 33.Do not use the device in different ways and/or for purposes other than those specified in this manual. The heater should not be used as an incinerator.
- 34.Do not use fuels other than those recommended,including liquids.
- 35.Do not use the unit in physical, and mental conditions impaired or under the influence of alcohol, narcotics or psychotropic drugs;
- 36.Do not cover,damage or remove the license and/or technical plates fixed on the oven and on its accessories.

IMPROPER USAGE

Any improper use of the heater in any form except as described herein shall void any warranty from the manufacturer. The manufacturer/distributor/seller declines any responsibility for damages to persons and/or things.

By improper usage it is meant:

- Any use other than the one specified in this manual and any use made in ways or with techniques other than those permitted within this manual.
- Any work on the heater that does not comply with the instructions provided in this manual.
- Any use after tampering of components and/or after alteration of safety devices.
- Any use after repairs performed with unauthorized components.

KNOW THE DESIGN

The heater consists of a base frame with a pellet hopper installed on two guiding rails and a glass tube made of borosilicate glass with a metallic sheathing, with decorative plates around it. Within the base frame, situated above the pellet hopper, a slice of rock wool is used in order to protect the surface that is in contact with the glass tube. The heater has a collection tray used for collecting ash during use.

At the top of the heater, there is a glass tube fixing plate, a diffuser plate and a heat reflector.

All exterior materials have been treated with the proper anti-corrosive protections in order to avoid corrosion and to extend the durability and life of the heater.

POSITIONING AND MOVING

1. For lifting and moving the heater, please use appropriate equipment able to sustain its weight.
2. After unpacking, do not use a fork lift for moving the device.
3. Avoid positioning the heater on uneven and skewed grounds.
4. Never move the heater during use.

ASSEMBLY INSTRUCTIONS

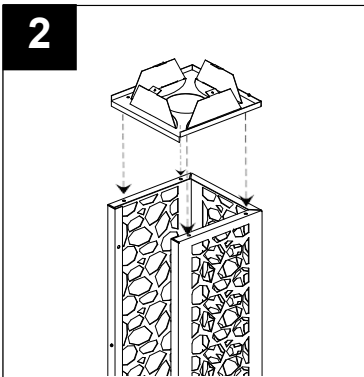
1.Remove the packaging and detach the base element, the decorative plates, and glass tube.

1



2. Attach the Glass tube Fixing Plate(3) to the Decorative Plates(3) using 4 M5 X 10 hexagon socket head cap screws.

2



Hardware Used

AA



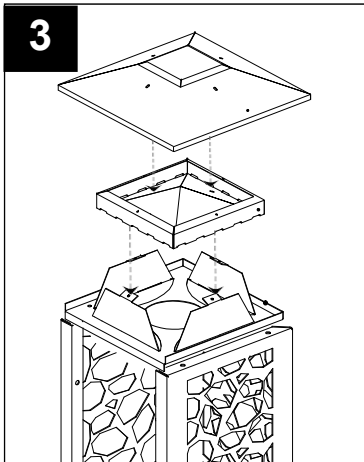
M5 x 16 Hexagon socket head cap screws X 4

BB



3. Attach the Diffuser Plate and the Reflector to the Glass Tube Fixing Plate using 8 M5X 10 hexagon socket head cap screws.

3



Hardware Used

AA



M5 x 16 Hexagon socket head cap screws X 4

BB



ASSEMBLY INSTRUCTIONS

4. Attach the Decorative Plates(6) to the Middle Plate(8) using the 4 M5 X 10 hexagon socket head cap screws supplied

Hardware Used



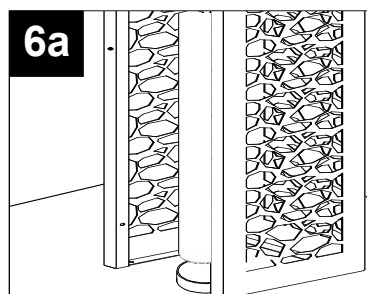
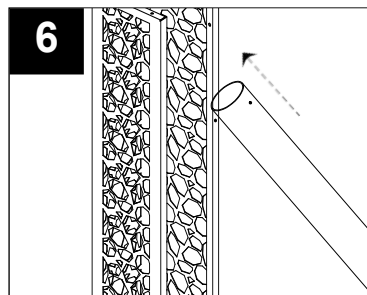
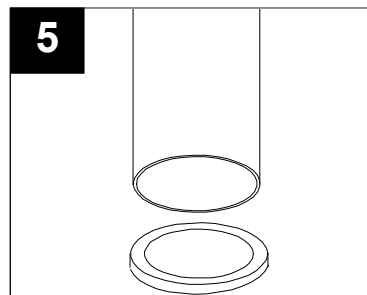
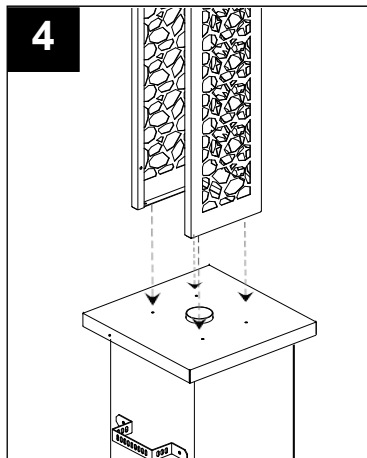
M5 x 16 Hexagon socket head cap screws X 4



5. Attach the Retaining Ring(7) on the bottom of the Glass Tube(5)

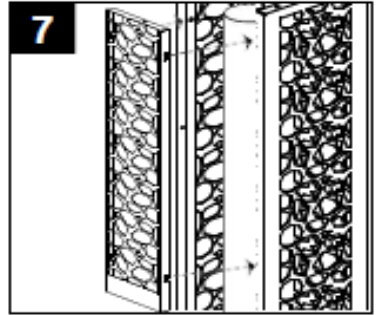
6. Install the Glass Tube inside the Decorative Plates, holding it at an angle. First set the top of the tube in the opening of the Fixing Plate(3)

- 6a. Drop the tube onto the Middle Plate(8)

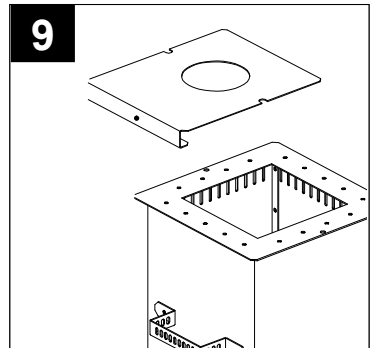


ASSEMBLY INSTRUCTIONS

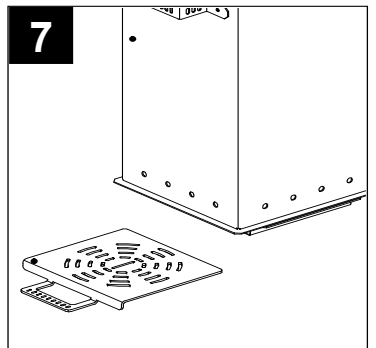
7. Attach the Door(4) onto the Decorative Plates(6)



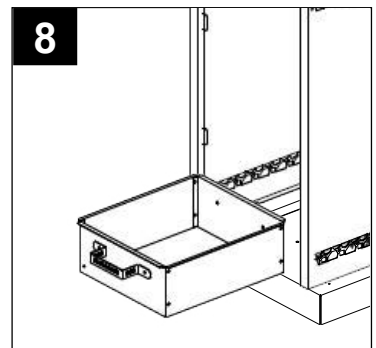
7. Attach the Pellet Hopper Cover(K) onto Pellet Hopper(O)



8. Attach the Stove Plate(P) by sliding it under the Hopper Cover



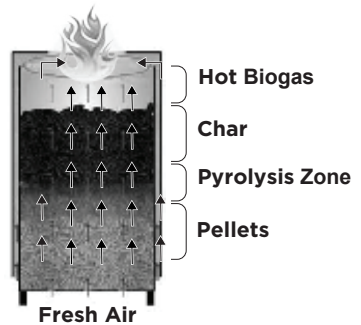
9. Slide the Collection Tray(Q) inside the Pellet Hopper between the brackets



HEATER FUNCTION

The heater works through pyrolysis, a natural chemical process that generates biogas. Not the pellets themselves but the biogas generated creates the flame. The process diminishes the more the combustion of pellets exhausts itself. The remaining residue is called char.

The temperature within the hopper cannot be controlled nor blocked as the natural process of combustion takes place. The pellets burn from the top down, therefore pellets should never be added to the heater until the prior load has burned down completely. Discharge the hopper of char afterwards and only then refill with more pellets.



INITIAL OPERATION AND DISCHARGING

The initial operation should be performed completely outdoors and in the absence of non-authorized persons in order to avoid any disturbances during the execution of the following steps. Please follow all manual recommendations when using firelighters and gel.

For the initial operation a usage of 6-8 lbs. of pellets is sufficient.

Loading and initial operation.

1. Open the front door of the base frame.
2. Draw out the pellet hopper.
3. Fill in 6-8 lbs. of pellets.
4. Place 2-3 pieces of a natural firelighter or gel onto the pellets and light them. (remember that the use of inappropriate firelighters could lead to a dysfunction of the heater)
5. Cover the pellet hopper with the hopper cover after being sure that their combustion started well.
6. Insert the pellet hopper in the base element of the heater, lock the door, and remove the key, storing it in a safe place.

Please allow up to 10 minutes to see flames through the glass tube

Do not open the door of the base element during use.

Allow the heater to operate until the pellets in the hopper have completely burned, bearing in mind that after the diminishing of the flame the heater emits heat for at least 2 hours respectively corresponding to the quantity of pellets you have used.

It is normal to have white smoke and fumes after the first use of the heater. Over time, this will gradually be less intense.

Discharging: Make sure to use mitts for protection.

1. Open the front door of the base frame.
2. Wearing the appropriate fire proof mitts, remove the cover of the pellet hopper.
3. Keep wearing the fire proof mitts and draw out the collection tray in order to discharge the ash.
4. Clean the inside of the pellet hopper, using the poker if necessary, removing any residual pellets even if still burning. **Use Caution!**
5. Make sure there are no obstructions that will cause the pellet hopper not to close properly.
6. Place the hopper plate back onto the pellet hopper then push back inside the housing.
Empty out the pellet hopper only if you are sure that the combustion material does not glow or burn anymore.

The heater will be ready for full regular use only after its initial usage and cleaning.

HOW TO LOAD, FIREUP, UNLOAD AND RELOAD THE HEATER

Please read the entire instruction manual carefully.

Loading and firing up:

1. Open the front door of the heater.
2. Pull out the pellet hopper.
3. Remove the hopper cover. Load the hopper with the desired and allowed quantity of pellets.

The following table shows the correct quantity of pellets.

LBS PELLET	FLAME DURATION
6.5 lbs	about 1.5 hours
8.8 lbs	about 2 hours
11 lbs	about 2.5 hours
13.2 lbs	about 3.5 hours
15.5 lbs	about 4.5 hours
17.5 lbs	about 6 hours

4. Ignite the pellets using a natural fire starter block or fire starting gel (both are available at most hardware stores). Do not use any other form of accelerants, such as gasoline or lighter fluid, as these can lead to poor performance, unpredictable or dangerous lighting, or damage to the heater.
5. Be sure that the pellets are fully lit before sliding the pellet hopper back into place.

Please allow up to 10 minutes to see flames through the glass tube

Throughout the burn process, do not open the door of the base.
It is recommended to allow the heater to fully operate until the pellets are fully burned.

The suggested pellet quantity is roughly calculated. Please note that the heater filled with a smaller quantity of pellets produces a higher flame because there is more air inside the burner, but the duration will be shorter. On the contrary if the heater is filled with a large quantity of pellets the duration will be longer but the flame will be lower because of the lower quantity of air inside the burner.

After the flame diminishes, the heater will emit heat for at least two hours depending on the quantity of pellets used

Unloading:

1. Open the door of the base and extract the burner.
2. Wearing the appropriate fireproof mitts, remove the cover of the pellet hopper.
3. While wearing the fire proof mitts, you will need to remove the stove plate to allow the ashes to fall into the collection tray.
4. Clean the inside of the pellet hopper, using the poker if necessary, removing any residual pellets.
5. Please make sure that the edges and the lower door are clear of any obstruction in order to close properly.
6. Place the cover back on the hopper and slide back inside the housing.

WARNING: THE COLLECTION TRAY HAS TO BE EMPTIED ONLY WHEN THE COMBUSTION RESIDUE INSIDE IS COMPLETELY COLD.

Reload:

When pellets have completely burned down and the unit is cool to the touch, you may reload the hopper with more pellets.

It is reiterated that:

- Always keep watch over the unit during use.
- Always use protective mitts when handling the heater.
- The temperature and the duration of the flame indicated on the previous schedule of this manual and on the Heater's brochure are purely indicative and they are directly evaluated and regulated according to common sense and specific conditions of the Heater's user and what kind of pellet used.
- After every ignition, it is recommended to clean the Heater, empty the collection tray with the opening under the hopper using the attention and care recommended previously.

CLEANING AND MAINTENANCE

Use cleaning products recommended for glass and a soft cloth to clean the heater. Do not use abrasive, caustic, or corrosive products.

After every firing, remove any residual pellets and char inside the burner to avoid issues with the next firing.

To ensure proper operation, lubricate the burner's sliding guides with oil or silicon-based lubricant spray after every second or third use of the heater.

Glass tube cleaning:

1. Ensure that the heater is cold and off.
2. Open the Decorative cover.
3. Lift the glass tube upwards from the base, tilt it out, and remove from top frame.
4. Spray inside with an appropriate cleaning product.
5. Use the supplied cleaning tube brush to carefully clean the inside of the glass tube. Wrap the end of the brush in a soft cloth and use mild soap and water for best results.
6. Clean the exterior of the glass tube as well.
7. Re-insert the glass tube (see assembly directions).
8. Attach the Decorative Cover back in its place.

The products of combustion may form a crust on the tube making it difficult to clean. It is advisable to clean the glass tube every one or two firings.

Exterior cleaning:

Clean the exterior with a soft cloth, water, and mild soap.

FOR ANY CLEANING IT IS RECOMMENDED TO NOT USE ABRASIVE OR CORROSIVE PRODUCTS.

TROUBLESHOOTING

If you have any questions regarding the product control, please call customer service at 1-888-775-1330

TROUBLE	POSSIBLE CAUSE	SOLUTION
The heater does not turn on	Pyrolysis has not started correctly	Check that the used ecological igniter has not been switched off, if it is so to add more of it so that its quantity is adequate and turn it on again making sure that its combustion is well started before closing everything.
	Wet pellet	Change the wood pellets especially if the package was open for some time, without throwing it out, but maybe reusing it once it has dried well; place again some ecological fire ignites ensuring their correct ignition.
	Failure to comply with the indications concerning the installation and use of the heater	Read this manual carefully and correct possible errors in installation. Meticulously follow all instructions.
The flame don't start up	The flame reducer is missing	Place the supplied flame reducer on top of the burner correctly.
Smoke during ignition	Unsuitable igniters	Be sure to use quality igniters
The flame is too intense	there is not enough pellets in the burner	Do not intervene and do not interrupt the activity of the heater in its combustion process, paying close attention to the high temperatures it could reach. At the next ignition, load the recommended quantity of wood pellets.
It is not possible to extract the burner	The drawer slide guides have not been lubricated.	Lubricate the burner drawer guides; perform this procedure after every 2/3 use.
	combustion residues or foreign bodies prevent it from flowing	Check for any residues or foreign bodies and remove them.

RETURN POLICY

NOTE: Please carefully review the following terms regarding returns. If you have any questions regarding returns, please call 1-888-775-1330 for assistance.

Purchased through an online retailer: Please contact retailer for any and all returns.

AZ Patio Heaters, LLC offers a 30-Day Return Policy on Patio Heaters, Parts and Accessories as specified in the conditions below when purchased directly.

UNOPENED Patio Heaters and Accessories

We can provide a refund (minus shipping and handling fee) on UNOPENED Patio Heaters and Accessories if returned to us within 30 days of the original shipping date to you. The item must be UNOPENED and in NEW condition in order to receive the refund.

Please note: In the case of unopened Patio Heaters and Accessories, there is a 5% Transaction Fee deducted to cover the cost of doing business- i.e., bank fees, credit card processing fees, labor and material costs for processing, packing, and shipping. The original shipping and handling charges are not refundable and are deducted from the refund amount. The minimum Transaction Fee is \$5.00

OPENED Patio Heaters and Accessories

If the Patio Heater or Accessories have been opened but is in new and resalable condition with all the original contents and packaging, we can still provide refunds but there is a 20% Restocking Fee. The 20% Restocking Fee is deducted from the cost of the items only. The original shipping and handling charges are not refundable and are deducted before calculating the refund amount. The item must be returned to, and received by, us within 30 days of the original shipping date to you. Larger items can be subject to a 30% restocking fee. Items not returned in the condition described here may be subject to a higher Restocking Fee or refusal of the return/refund. The minimum Restocking Fee is \$5.00

Non-Returnable Items

Special Order items cannot be returned for any reason.

Items Showing Signs Of Use that are soiled showing signs of daily use.

Items that show any permanent signs of use such as scratches, damage, writing in manual, torn printed materials, etc. are not returnable.

RETURN POLICY

How Do You Return A Product?

If you wish to return an item that qualifies for a return as specified above, please call us at 1-888-775-1330 to receive a return authorization number, instructions for sending the item back, and an address for the return. A return authorization number is required to return a product. If you do not call first to obtain an RA, your item may be refused or result in an increased Restocking Fee. The item must be returned and received by us within 30 days of the original shipping date to you. Returns will not be accepted beyond 30 days after the original sale shipping date to you.

Shipping an Item Back

If the item qualifies as returnable as described above, you are responsible for the safe return shipping on the product you send back. We do not credit any shipping charges toward the exchange. We can only accept items that are returned without signs of wear and tear and with all the original contents and packaging. Contents consists of any included parts, accessories, and manual without user's notes or markings. Packaging includes all inner and outer packaging, complete with the original barcode affixed. We strongly suggest you ensure any package shipped back to us for the full invoiced amount. Otherwise, we will not be able to accept merchandise damaged by the shipper.

Shipped Items Undelivered, Refused, Incorrect Address, or Recipient Unavailable

If the purchaser and/or the recipient of a shipped item refuses the item upon delivery or the item is shipped back to us undelivered due to the fault of the purchaser giving incorrect or incomplete shipping information or because the recipient was not available at the time of delivery, the purchaser is responsible for all costs of shipping, handling, and processing as stated elsewhere on this page. If the purchaser wishes to have the item reshipped, then the purchaser shall be responsible for all new shipping and handling fees to re-ship the item(s). A Restocking Fee may also apply if purchaser refused delivery or as a result of delivery exceptions as stated above, as well as from a typical return as described above. Items not returned in the same condition they originally ship in may be subject to a higher Restocking Fee or refusal of the return/refund.

Refunds

RETURN POLICY

For credit card purchases

We will credit back only to the same credit card that was used for the original purchase. Credits or Refunds will be issued within 10 days of receipt of the authorized return. Merchandise must be in original condition, with all packing materials, manual, and other original components intact, in the original packaging. We reserve the right to charge for missing manuals, packaging, parts or other original items not returned. Any refused shipment that is returned to us, customer will be responsible for payment of both outbound and inbound shipping charges related to the returned product. For purchases made with a check or money order, a refund is made by means of a check issued only to the original purchaser.

Shipping Fee Policy

All refunds, credits, and exchanges are for the value of the equipment only. The original shipping and handling charges are not refundable and are deducted from the refund amount.

Backorder Policy

AZ Patio Heaters, LLC is not obligated to deliver backordered items that have become unavailable to us. This includes, but is not limited to, items that have been discontinued by the manufacturer. If a backordered item becomes unavailable, the unfulfilled part of the order will be canceled. You will then have the option of canceling any remaining unshipped items in the order or proceeding to purchase the remaining available items at an agreed upon price. Backordered items are subject to price changes and specification/feature changes beyond our control. If the price or specifications of a backordered item changes, you will have the option of canceling the order or proceeding to purchase the item at the new price. All pre-shipped items are subject to the terms specified elsewhere in this document.

Why Do We Charge A Restocking Fee?

Once an item is opened it can no longer be resold as new, so there is a loss in value as soon as an item is opened by the purchaser. The Restocking Fee also covers the cost of executing your transaction- i.e., bank fees, credit card processing fees, labor and material costs for processing, packing, and shipping an item.

ONE-YEAR LIMITED WARRANTY

CUSTOMERS IN USA

For small parts please call 1-888-775-1330 for assistance. For damaged product, you will need to return to the retailer.

CUSTOMERS IN CANADA

Only return this product to the store if it was purchased within 90 days. If you have problems after 90 days of purchase, please CALL 1-888-775-1330. DATED PROOF OF PURCHASE REQUIRED FOR WARRANTY SERVICE.

AZ Patio Heater, LLC ("Vendor") warrants to the original retail purchaser of this heater to no other person, that if this heater is assembled and operated in accordance with the printed instructions accompanying it, then for a period of one year from the date of purchase, all parts in such heater shall be free from defects in manufacturing and workmanship. Vendor may require reasonable proof of your date of purchase from an authorized retailer or distributor. Therefore, you should retain your sales slip or invoice. This limited Warranty shall be limited to the repair or replacement of parts, which prove defective under normal use and service and which the vendor shall determine in its reasonable discretion upon examination to be defective. Before returning any parts, you should contact Vendors customer service department using the contact information listed below. If Vendor confirms, after examination a defect covered by this limited warranty in any returned part, and if Vendor approves the claim, Vendor will replace such defective part without charge. If you return defective parts, Transportation charges must be prepaid by you. Vendor will return replacement parts to the original retail purchaser, Freight or postage prepaid.

The limited Warranty does not cover any failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, improper installation or improper maintenance or service by you or third party. The failure to perform normal and routine maintenance on the product, shipping, damage, abnormal adjustment to the burner, damage or repairs related to insects, birds, or animals of any kind, and damage due to weather conditions as set out in this owner's manual. In addition, the Limited Warranty does not cover damage to the finish such as scratches, dents, discoloration, rust or weather damage, after purchase. Please protect your investment.

The limited Warranty is in lieu of all other warranties offered by any retail company. Vendor disclaims all warranties for products that are purchased from sellers other than authorized retailers or distributors. AFTER THE PERIOD OF THE 1 YEAR WARRANTY, VENDOR DISCLAIMS ANY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FURTHER, VENDOR SHALL HAVE NO LIABILITY WHATSOEVER TO PURCHASER OR ANY THIRD PARTY FOR ANY SPECIAL,

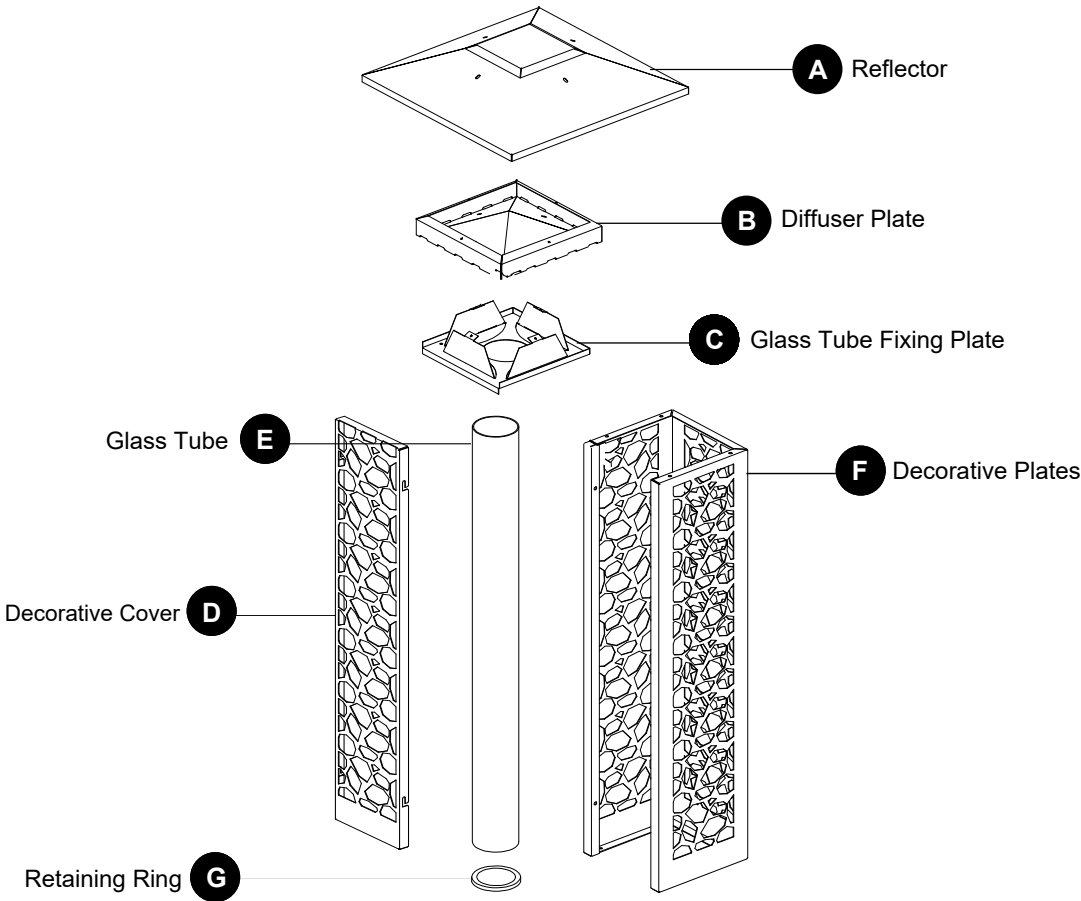
INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. Vendor assumes no responsibility for any defects caused by third parties. This limited warranty gives the purchaser specific legal rights; a purchaser may have other rights depending upon where he or she lives. Some jurisdictions do not allow the exclusion or limitation of special, incidental or consequential damages, or limitations on how long a warranty lasts, so the above exclusion and limitations may not apply to you.

Vendor does not authorize any person or company to assume for it any other obligation or liability in connection with the sale, installation, use, removal, return, or replacement of its equipment, and no such representations are binding on vendor.

REPLACEMENT PARTS LIST

BOX 1 ONLY

For replacement parts, call our customer service department at **1-888-775-1330**, 8 a.m. - 4 p.m., MST, Monday - Friday.



PART	DESCRIPTION	QUANTITY
A	Reflector	1
B	Diffuser Plate	1
C	Glass Tube Fixing Plate	1
D	Decorative Cover	1
E	Glass tube	1
F	Decorative Plates	3
G	Retaining Ring	1