DANTE PRODUCTS FREQUENTLY ASKED QUESTIONS

GAS VALVE INFORMATION

1. Are they suitable for use with both natural gas and propane?
   Yes

2. Are they backed by a warranty?
   Yes, all Dante Products come with a limited one year money back guarantee. Dante will replace any of its products shown to be defective for a period of one year from the date of purchase. A receipt and return authorization is required.

3. What is the BTU rating on your valves?

   **DANTE ¼ TURN BALL VALVES:**
   - Straight Ball Valve- 158,000 BTU rating
   - Angled Ball Valve- 98,000 BTU rating

   **DANTE GLOBE VALVES:**
   - Straight Globe Valve-81,700 BTU rating
   - Angled Globe Valve- 107,625 BTU rating

3. What material is used to make Dante gas valves?
   Dante GLOBE VALVES (part numbers 910 & 911) are machined from solid brass bar stock.
   Dante ¼ turn BALL VALVES (part numbers BVA & BVS) are made from Forged Brass.

4. What are the measurements and specifications?
   Available in Straight or 90 degree angle
   Maximum operating temperature of valves is 125 degrees
   ½” NPT inlet/outlet
   CSA certified ANSI Z21.15
   Maximum psi rating of ½ PSIG

5. How can you tell if you have a ¼ turn Ball valve or a Globe Valve?
   1/4 - Turn BALL valves turn a quarter turn from the “on” position to the “off” position.
   GLOBE valves turn several revolutions from the “on” position to the “off” position.

6. Where are your valves made?
   Dante Ball valves and Globe valves are made in China.
   
   The inline ball valves are made of a forged brass body with a zinc alloy handle-
   ½” FIP x ½” FIP or ¾” FIP x ¾” FIP
   Rated for temperatures from 32 degrees F to 125 degrees F and max pressures of ½ PSIG
LOG LIGHTER INFORMATION

Universal Gas Mixers (Made in China)
Material: Iron
Available in LP or NG

Burner Pipes (Made in China)
Material: Low Carbon Steel
Available in the following lengths: 17”, 24”, 30”, 36”, and 42”

Universal Log Lighters (Made in China)
Assembly includes a 17” burner pipe and Dante Universal Gas Mixer
Available in LP or NG (Please specify)
Available in Bulk or Carded

Log Lighter Kits
Kits come packaged in 24” 3-ply spiral wound Kraft cardboard mailing tube, sealed with white end caps.

Contents include a Dante Universal Log Lighter, 3” key and floor plate. Please specify LP or NG for log lighter and Brass or Chrome for key and floor plate finish.

GENERAL PRODUCT INFORMATION

Combo Packs
Kit includes a Dante gas valve, 3” key and floor plate.
Available in bulk or carded packaging.
Please specify valve type and finish desired for the key and floor plate.

Dante Products
Carded: Product comes packaged with a header card, ready for shelf display
Bulk: Products comes with no header card or packaging. Except for the bulk combo packs, which come in a plain poly bag with instructions.

Floor Plates
Material: Zinc Die Cast
Offered in polished chrome or brass and precision die casted and machined for use with Dante Globe and Ball valves.
Ball Valve Floor Plates measure 2” in length
Globe Valve Floor Plates measure 2 ¼” in length
All floor plate surfaces are 2 3/16” in diameter
Floor Plates come in Polished Chrome and Brass.
Our RTP floor plates are for Globe Valves, which have the 2 ¼” shaft
Keys
Material: Zinc Alloy (Made in Taiwan)
Dante Universal Keys fit both 1/4" and 5/16" gas valve stems on both of our ball or globe gas valves.
Come in 5 different length choices: 3”, 8”, 12”, 18” and 24”
3” and 8” are available in Carded and Bulk
12”, 18” and 24” only come in bulk
All keys are available in chrome or polished brass- please specify choice.

RTP: Ready to Paint
Available in bulk 3” and 8” only
These keys are made from Zamak #3 Zinc Die-Cast Alloy. RTP is a casting that has been vibratory finished to accept paint.

❖ What do FIP and PSIG stand for?
FIP: FEMALE INTERNAL PIPE THREAD
PSIG: POUNDS PER SQUARE INCH GAUGE
❖ Oh, and what on earth do FIP and MIP mean?
FEMALE IRON PIPESIZE
MALE IRON PIPESIZE
❖ How do I place an order?
You may email your order directly to: Crystal@danteproducts.com
You may fax your order directly at: 440-551-0807
You may phone your order in at: 330-342-8585
❖ How long will it take for my order to ship?
Although orders usually ship the same day, any order placed with Dante Products will always ship within 24 hours of receiving your order Monday through Friday.
❖ Are there any minimum order requirements?
No, you are welcome to order a quantity of -1- of any products we sell! The only time any stipulation is placed on orders is if you place an order that is under $20.00. We charge a $3.50 handling fee to your invoice.
❖ Will you drop ship to our customer?
Yes, we are happy to drop ship to your customer at no extra charge.