

## MODELS

Natural Gas	Description
FPB-24LMT-N	24" Linear Pan & Burner
FPB-30LMT-N	30" Linear Pan & Burner
FPB-36LMT-N	36" Linear Pan & Burner



# Outdoor Match Throw (MT) Linear Fire Pits

## Installation and Operating Instructions

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

### INSTALLATION PRECAUTION:

This fire pit requires a minimum 18-square inches (per side) of cross ventilation.  
Failure to provide proper ventilation can void the warranty.



**Warning:** For Outdoor Use Only



We recommend that our gas hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) as NFI Gas Specialists.

**PLEASE RETAIN THIS MANUAL FOR FUTURE REFERENCE**



## DANGER



## CARBON MONOXIDE HAZZARD

**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.**



## DANGER

If you smell gas:

1. Shut off gas to the appliance.
2. Extinguish any open flame.
3. If odor continues, keep away from the appliance and immediately call your gas supplier or fire department.



## WARNING

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

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

## WARNING

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



## WARNING

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

**WARNING:** If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

### **FOR YOUR SAFETY**

Do no store or use gasoline or other flammable vapors and liquids in the vicinity of this or another appliance.



Fuels used in gas fired appliances, and the products of combustion such as fuels, contain chemicals known to cause cancer, birth defects and/or other reproductive harm. This warning is issued pursuant to the California Health & Safety Code Sec. 25249.1

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Media such as (i.e. lava rock, lava stones, lava boulders) has the potential of thermal spalling. This is a process that may occur when media is wet and moisture gets trapped inside of the material due to rapid temperature differences. When this happens the media has the potential to crack or “pop” outside the fire feature.

### **WE HIGHLY RECOMMEND COVERING ALL FIRE FEATURES WHEN NOT IN USE**

The use of a cover can lessen the impact of thermal spalling; however, heavy rains, high humidity and the presence of moisture may still cause the media to pop.

### **ALWAYS USE CAUTION WHEN USING THE FIRE FEATURE**

Extra caution should be taken when lighting a fire feature when heavy rains, high humidity and moisture are present. Light the fire feature; leave the area allowing any moisture in the media to dissipate. We strongly recommend that during this drying out time that you monitor the fire feature from a distance. This drying out period should be no less than 30 minutes. Continue monitoring the flame from distance to ensure that all popping has ceased before fully enjoying the fire.

## SPECIFICATIONS

<b>Model:</b> Natural Gas (NG)	<b>A</b> Pan Depth	<b>B</b> Min. Install Length	<b>C</b> Burner Tube	<b>D</b> Floor Level	<b>E</b> Side Wall	<b>F</b> Combustible Ceiling	<b>G</b> Framing Width
FPB-24LMT-N	4"	28.250"	24"	1"	17"	44"	7"
FPB-30LMT-N	4"	34.250"	30"	1"	17"	44"	7"
FPB-36LMT-N	4"	40.250"	36"	1"	17"	44"	7"

Table1. Fire Pit Dimensions and Clearances

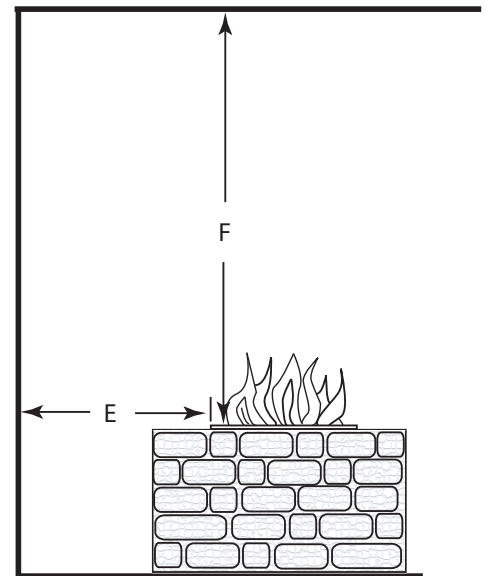
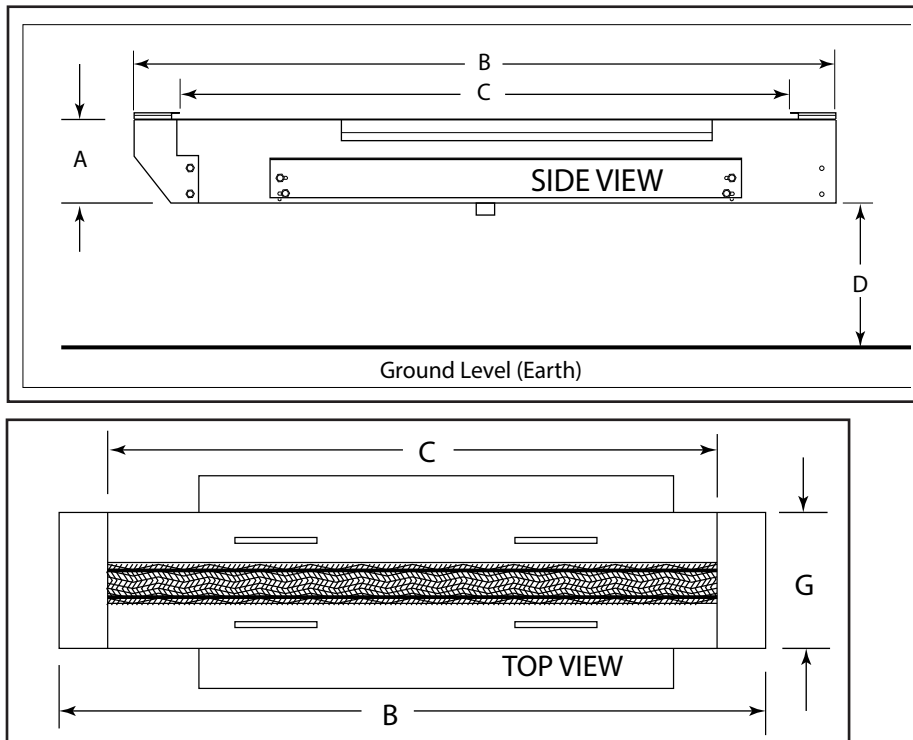


Fig. 2 Clearance to Combustibles (Not to be used in an enclosed space)

Fig. 1 Fire Pit Dimensions; refer to Table 1.

**NOTE:** These fire pits come shipped as Natural gas models only. A conversion kit is required when converting to LP gas. See the accessory page at end of the manual for the proper kit.

<b>Model:</b>	<b>NG Factory Orifice</b>	<b>NG Btu's</b>	<b>Model:</b>	<b>LP Factory Orifice</b>	<b>LP Btu's</b>
FPB-24LMT-N	#42	35,000	FPB-24MT-P	#50	35,000
FPB-30LMT-N	#38	45,000	FPB-30MT-P	#48	45,000
FPB-36LMT-N	#32	55,000	FPB-36MT-P	#44	55,000

Table 2. Btu Specifications

**Disclaimer:** Btu listings are based on 7.0"WC for Natural Gas and 11.0"WC for Liquid Propane (LP) at the inlet side of the gas valve. Flex line size and proper gas pipe sizing will also affect Btu's. As a result your Btu's may vary slightly from Table 2 specifications.

<b>Pressure</b>	<b>NG</b>	<b>LP</b>
Min. Inlet	5.0" WC	10.5" WC
Max. Inlet	10.5" WC	13.0" WC
Normal Inlet	7.0" WC	11.0" WC

Table 3. Gas Pressures



## PART IDENTIFICATION & INSTALL DETAILS

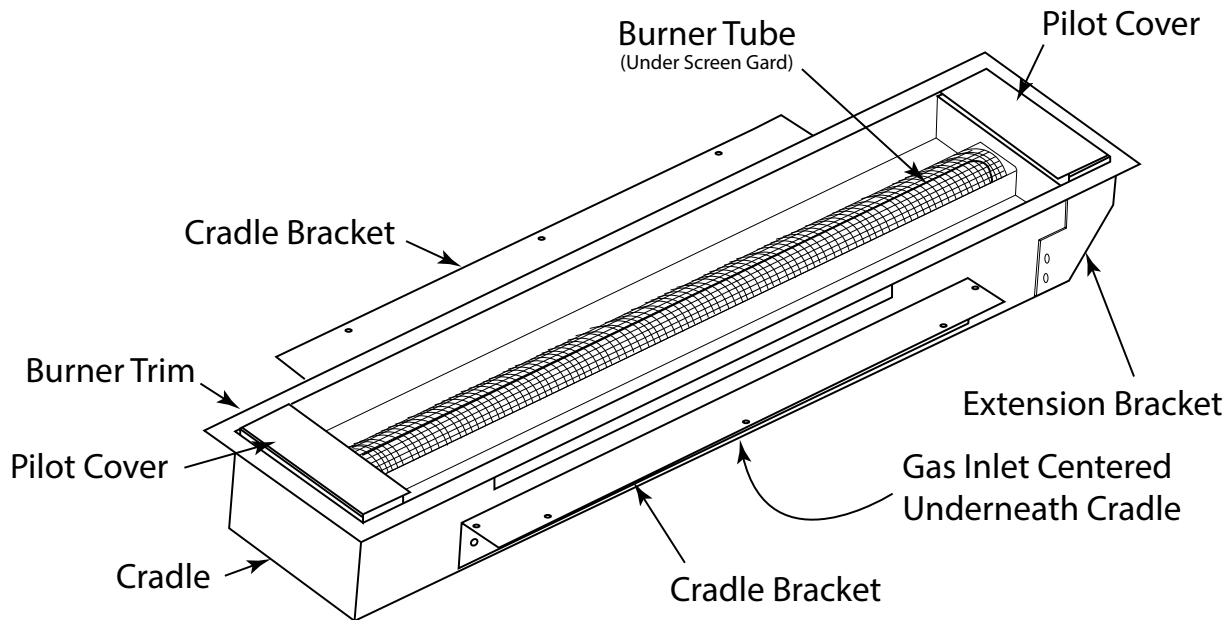


Fig. 3 Linear fire pit part identification.

Linear Fire Pit Match Throw (MT) models do not come with manual spark ignition.

When installing into an opening its important to note some installation dimensions.

- 1) Cradle - is the assembly (outer shell) that all other parts sit inside. It is also the box where all rough framing takes place.
- 2) Cradle Bracket - These brackets are 23" long with 2" flanges. Each Linear model comes with two (2) cradle brackets that mount on both sides of the fire pit. The 7" frame clearance allows for the screws securing the cradle brackets. Each cradle bracket can be adjusted 1/2" from the top edge of the cradle or lowered to a total of 2 3/4" from the top edge of the cradle. There are 1/4" increments to adjust the depth of the fire pit to fit most finishing materials (See Fig. 4.).
- 3) Pilot Covers - are decorative spacers that provide equal spacing for MT models and their also used for the pilot in the electronic TFS models.
- 4) Burner Trim (Optional) - is 5/8" deep and sits inside the cradle. It has a 3/4" lip around that overlaps the entire perimeter of the of the cradle for its finished look.

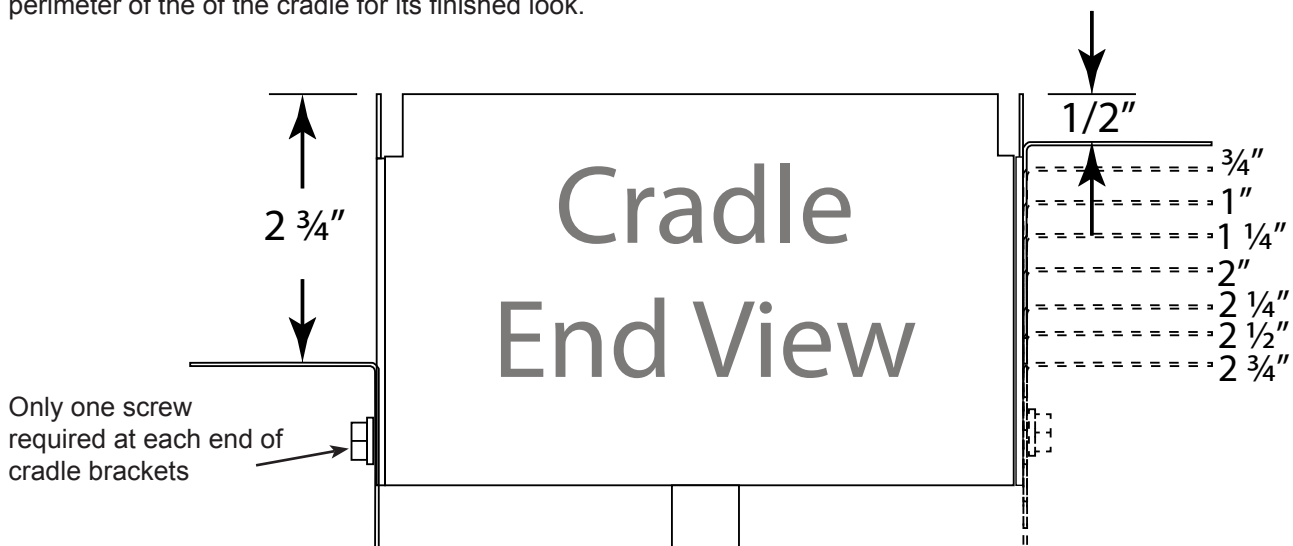


Fig. 4 Cradle bracket depth adjustment.

**WARNING:** Proper clearances from combustible materials must be maintained from all sides, top and bottom of this appliance. Use the specifications listed on page 3 for proper clearance to combustibles.

## PREPARING A NON-COMBUSTIBLE STRUCTURE

The fire pit should be installed on a flat, stable surface, away from any combustible materials. Install Fire pit on any level, outdoor non-combustible, flat stable surface or a combustible floor according to the clearances specified in this manual.

**NOTE:** Do not place fire pit directly on grass, dirt, or rocks this may prevent proper ventilation (Fig.1, pg. 3). **Ensure proper water drainage is also incorporated into the fire pit enclosure.**

### HARD PIPING TO FIRE PIT WITHOUT GAS PROXIMITY

**NOTE:** We recommend using 3/4" black iron pipe; however please refer to the NFPA54 (National Fuel Gas Code) for proper pipe sizing when exceeding 20-feet in length for fire pits rated above 100,000 Btu's.

1. Turn **OFF** gas supply system. **NOTE:** All gas connections (except for brass to brass) require the following. Clean pipe threads using either a wire brush or steel wool. Apply pipe sealant to the fittings before making any connection.

**BE CAREFUL!** Ensure all gas connections are snug, but do not over tighten!

2. Extend the gas supply system using minimum of 3/4" black iron pipe or an approved flexible gas line from existing house supply. This can be accomplished by teeing off or tapping into a gas line connection. Install necessary pipe for the distance required and then install a manual shut-off valve at the exterior house wall. If pipe is to pass through a foundation or house wall, make sure to re-seal the area around the pipe with weather sealant.

3. The primary gas shut-off (not supplied) will require a 1/2" male flared fitting to enable connection of the stainless steel flex gas line supplied with the fire pit (see figure 5 page 6).

### **IMPORTANT**

Installation of Natural or LP gas should be done by a qualified installer, service agency or gas supplier.

This appliance must be isolated from the gas supply piping system by closing its manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2" psig (3.5kPa)

### VENTILATION FOR NON-COMBUSTIBLE ENCLOSURE

Fire pits are subjected to many outdoor elements such as rain, snow, wind, heat or cold. **A minimum of 18 square inches of cross ventilation (2 sides) is required to keep the components in good working order.** Use figure 5 as guide to assist to incorporate proper ventilation.

### HIGH ELEVATION INSTALLATION

This appliance is listed for elevations from 0-4500 feet in Canada and the U.S. If elevation exceeds 4500 feet it may be necessary to decrease the input rating by changing the existing burner orifice to a smaller size. Input should be reduced 4% for each 1000 feet beyond the 4500 feet above sea level. Check with your local gas utility for assistance in determining the proper orifice in your location. In some cases the heating value may already be reduced and downsizing the orifice may not be necessary.

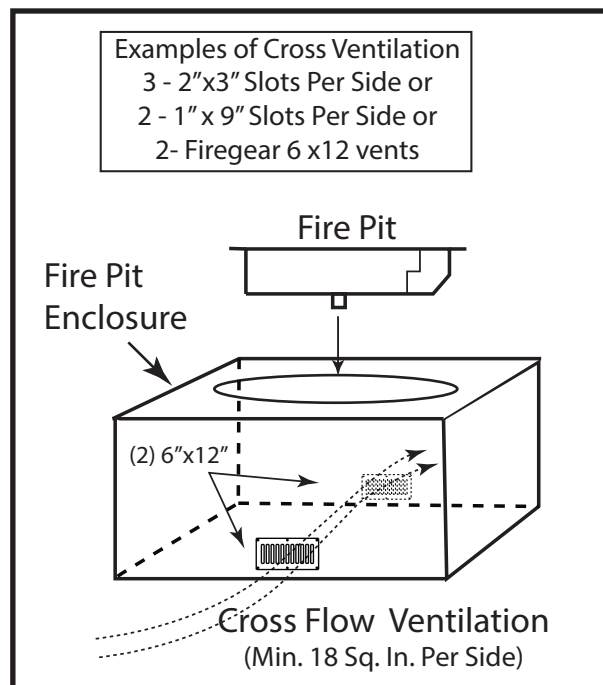


Fig. 5 Cross Ventilation Example



## INSTALLATION OF FIRE PIT INTO AN APPROVED ENCLOSURE

### REQUIREMENTS

1. Only non-combustible materials should come in direct contact with any part of the fire pit. Underneath area should be non-combustible or a flat level combustible surface according to the clearances specified in this manual..
2. We recommend using 3/4" black iron pipe; however please refer to the NFPA54 (National Fuel Gas Code) for proper pipe sizing when exceeding 20-feet in length for fire pits rated above 100,000 Btu's.
3. Determine the size of the linear fire pit you are preparing to install (Refer to page 3).
4. You must provide a rectangular opening out to place the fire pit into the non-combustible enclosure. Do not exceed the maximum opening from Table 1, dimension B.
5. Follow the local code requirements for the gas type being used. This fire pit should be installed in accordance with local codes and ordinances or in the absence of local codes, with the latest National Fuel Gas Code, ANSI Z223.1 NFPA54 or CSA B149.1, Natural and Propane Installation Code in Canada.
6. Fire pits create high temperatures, it is very important to have any combustibles at a safe distance.
7. **CAUTION: A minimum of 18 square inches of cross ventilation (per side) is required to keep the enclosure dry.**
8. These products are designed for outdoor use only. Not approved for any indoor use.
9. This fire pit is designed for use with the following Firegear Outdoors media: FG-Lava Rock (min. 1" diameter), FG-Lava Stones, Firegear Liquid Glass Beads or Firegear Large Broken Glass. Cover the burner completely, so that the burner is not highly visible. Do not cover more than 1" above the top of the covered burner screen.
10. Gas lines and fittings must be installed in to the non-combustible structure. All gas connections must be leak tested before installation of the fire pit. Soapy water leak detection is required before regular use of the fire pit.
11. Do not use material that will absorb moisture over time and will not release this moisture quickly. Moisture can boil in this material and can rapidly break apart and cause damage or personal injury.
12. Never leave any other combustible material on top of the fire pit. This could cause unsafe operation of this system and damage to the components that will not be covered under the warranty.
13. **Ensure proper water drainage is also incorporated into the fire pit enclosure.**

### INSTALLING KEY VALVE

The key valve contents: 1- key valve, 1- key and 1- flange. (See figure 6). The valve requires a 1 1/4" round clearance hole in the non-combustible enclosure wall. See the instructions supplied with the key valve for more specific details. Note: Be sure to leak test all fittings before operation. Figure 5 shows an example of a typical installation.

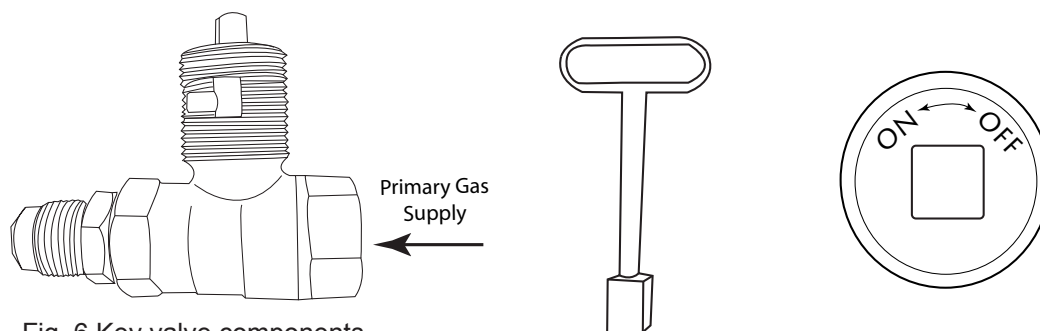
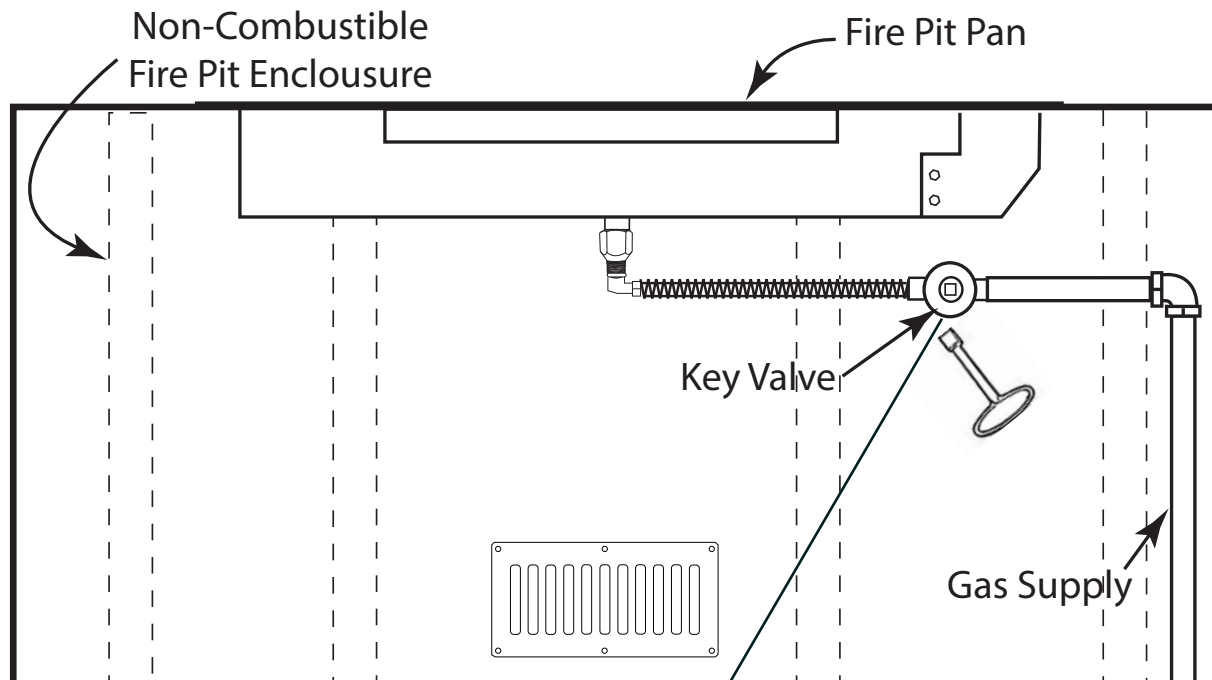
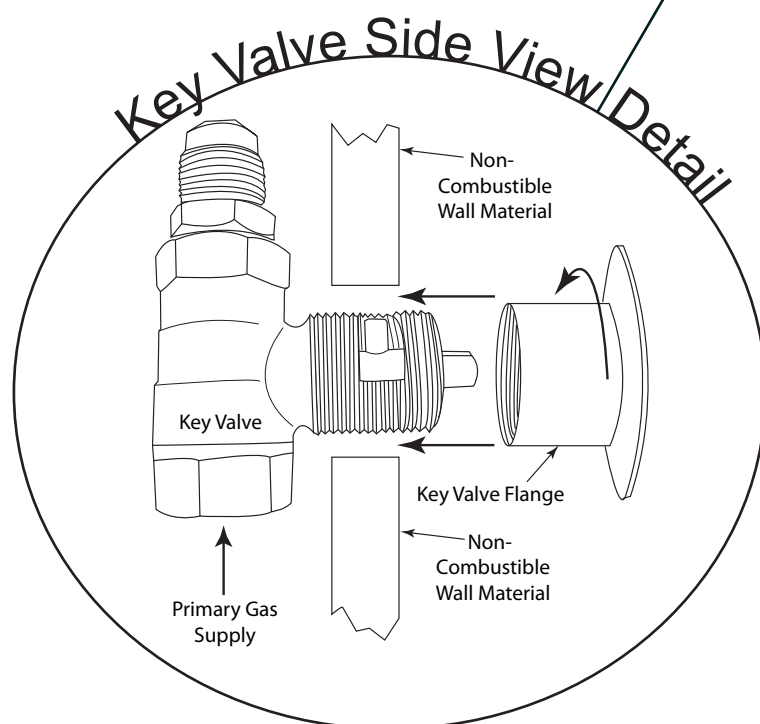


Fig. 6 Key valve components.



**NOTE:** Key valve and flexible gas lines are supplied. A gas shut-off before the appliance is recommended but not supplied.



**Note:** A 1¼" x 2" black iron or galvanized coupler/nipple (not supplied) can be used as a spacer between the manual valve and the valve flange to add additional support to hold the manual key valve in place.

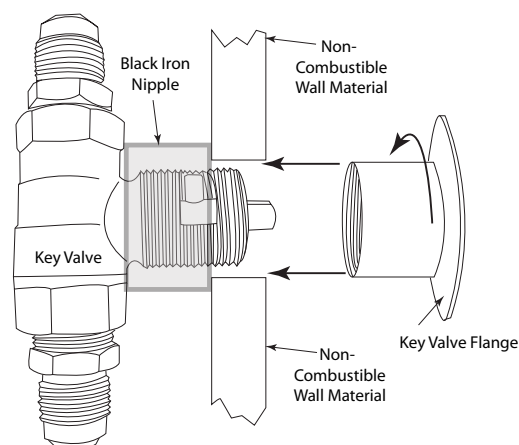


Fig. 7 Typical installation.



### **INSTALLING PILOT COVER AND PILOT SHIELD**

Final preparations will require you to install the pilot cover and pilot shield. They are wrapped in a protective material to prevent scratches and are inside the carton of the fire pit.

After you fire tested the fire pit unwrap the pilot cover and pilot shield. The pilot cover will sit into place inside each end of the cradle. The pilot shield then slides into the slots of the pilot cover and becomes a heat shield when the pilot is burning for TFS models. **NOTE:** If you do not have a TFS system the pilot cover and pilot shield are required to be installed on a MT model for a finished look.

Ensure the stainless steel screen is covering the burner as shown.

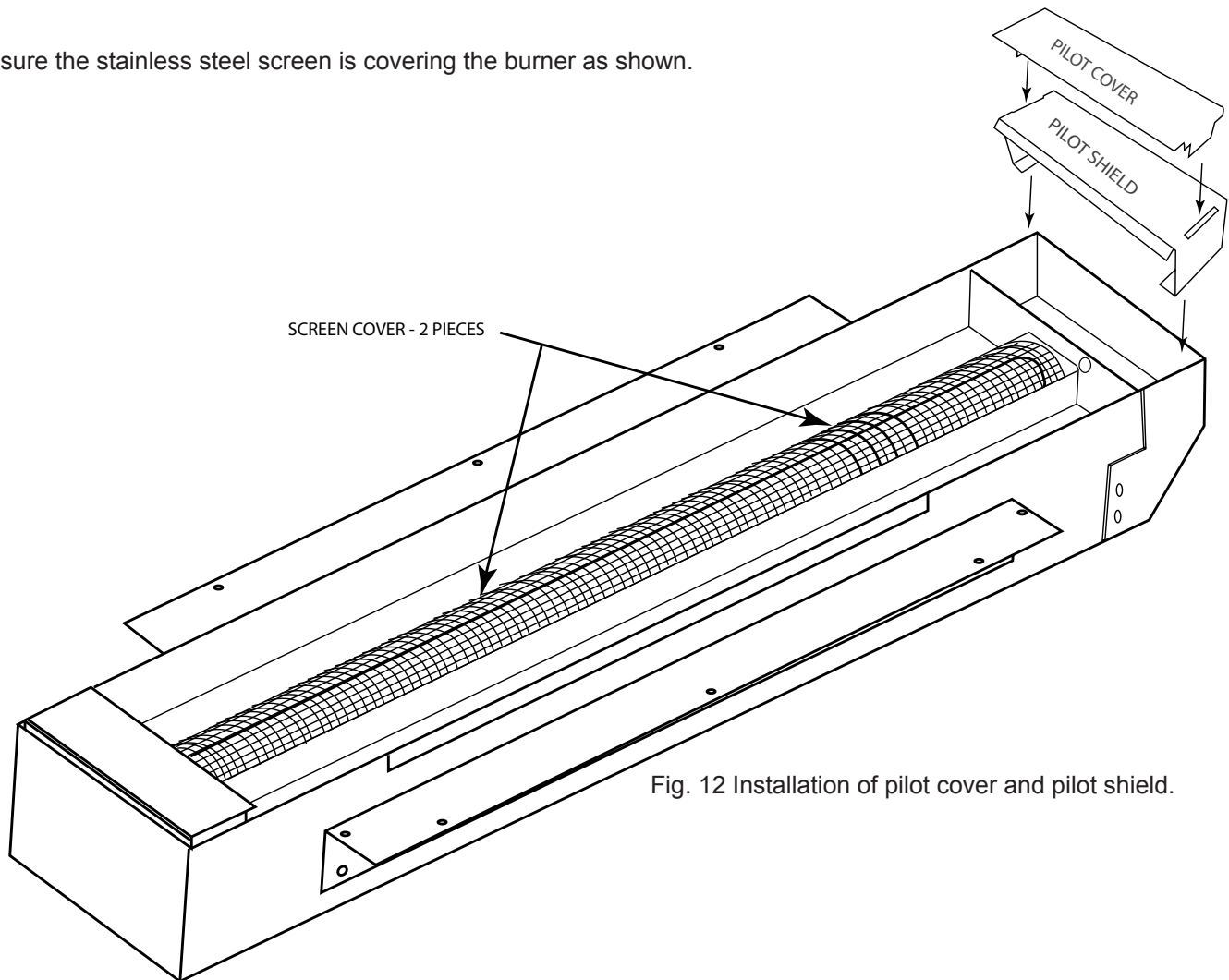


Fig. 12 Installation of pilot cover and pilot shield.

### **INSTALLING MEDIA**

Install media into the burner pan. Ensure the media is lava rock, large broken glass or lava stones for proper operation. Be sure media is free of any excessive dust. This prevents the burner pan weep holes from being plugged and holding water. Loose fitting media is important to ensure robust flames.

Completely cover the burner with media but do not make the depth greater than 1-inch overtop of the burner port holes.

**IMPORTANT: Do not place media under the screen cover. It must be free of any debris to operate properly.**

## OPERATION

**CAUTION:** Children and adults should be alerted to the hazards on high surface temperatures and should stay away to avoid burns or clothing ignition. Young children should be carefully supervised when they are in the area of the appliance.

**WARNING:** Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of control system and any gas control, which has been under water.

### SAFETY WARNINGS

1. Never leave the fire pit unattended during operation.
2. Clothing or other flammable materials should not be placed on or near the appliance.
3. Any guard or other protective device removed for servicing the appliance must be replaced prior to operating the appliance.
4. Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative the control compartment, burners and circulating air passageways of the appliance be kept clean.
5. Inspect the fuel supply connection before each use of the appliance.
6. Temporary storage of this appliance indoors is permissible only if it has been disconnected from its fuel supply (Natural or L.P. gas line).

### WARNING

1. This appliance is hot when operated and can cause severe burns if contacted.
2. Do not burn any solid fuels in this appliance.

## LIGHTING INSTRUCTIONS

### READ ALL WARNING AND SAFETY INFORMATION ABOVE BEFORE ATTEMPTING TO LIGHT FIRE PIT

**CAUTION:** Ensure you have leak tested the fire pit before operating.

#### TURNING ON FIRE PIT

1. Insert key into shut-off valve and secure into square end (see figs 8 & 9).
2. Light a long match or butane lighter and hold it near the burner.
3. Turn the key counter-clockwise in gas valve (until it stops) to allow gas to flow and simultaneously apply the long burning match or Butane lighter as close to the end burner as possible to light the fire pit. See figure 10.
4. Gas should ignite within 10 seconds or less. If fire pit does not light within 10 seconds turn key clockwise to turn **OFF** the gas supply. Ensure there is not too much media on top of the burner that might inhibit gas flow and try again in 5-minutes.

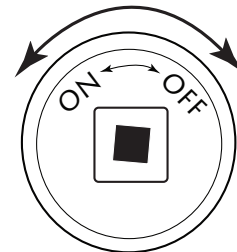


Fig. 8. Key Valve Face

#### TURNING OFF FIRE PIT

1. Insert key into shut-off valve and secure into square end.
2. Turn key clockwise until it stops.
3. After cooling off install cover.

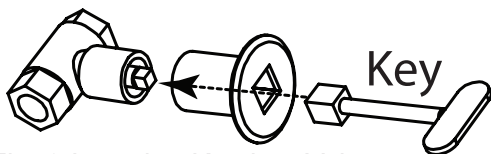


Fig. 9 Inserting Key into Valve

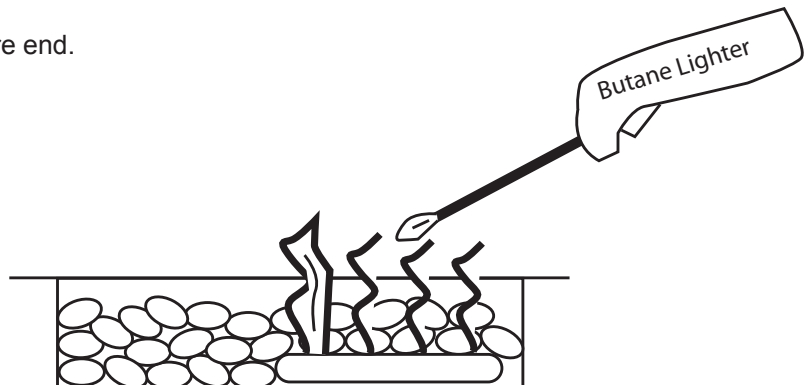
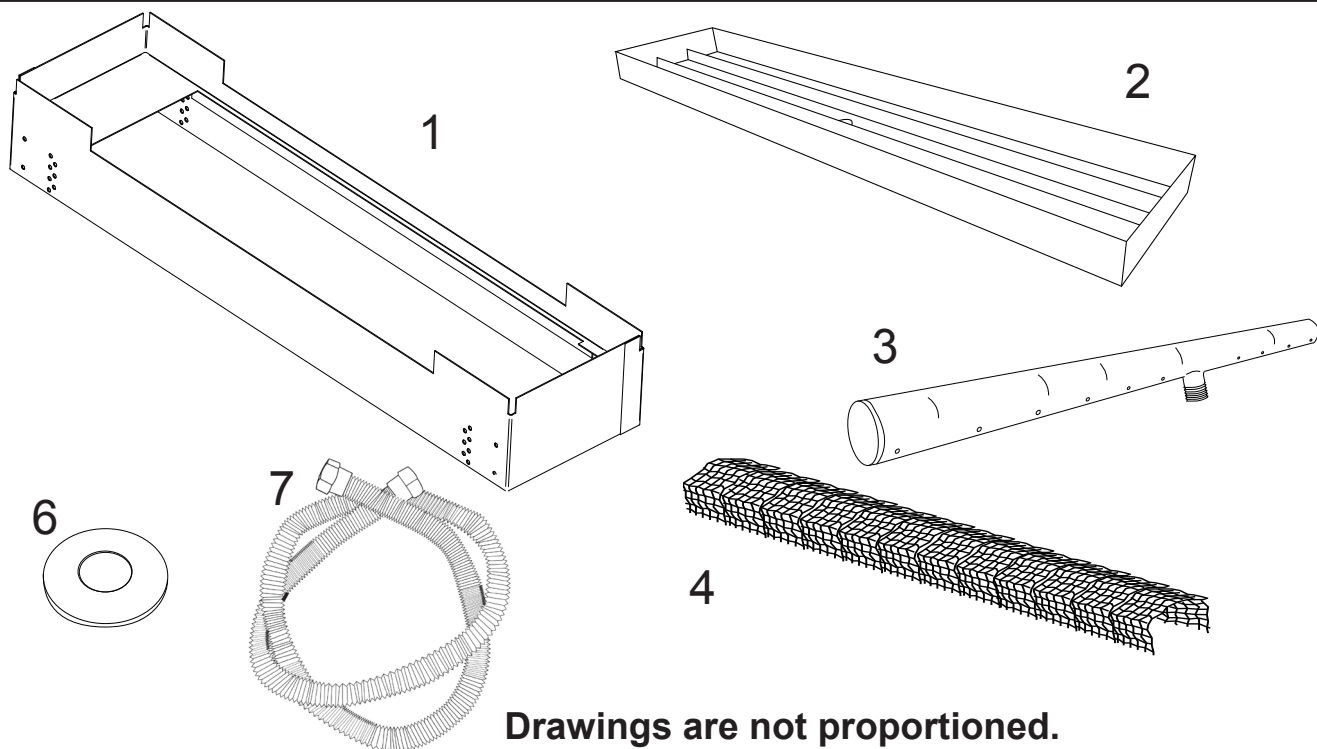
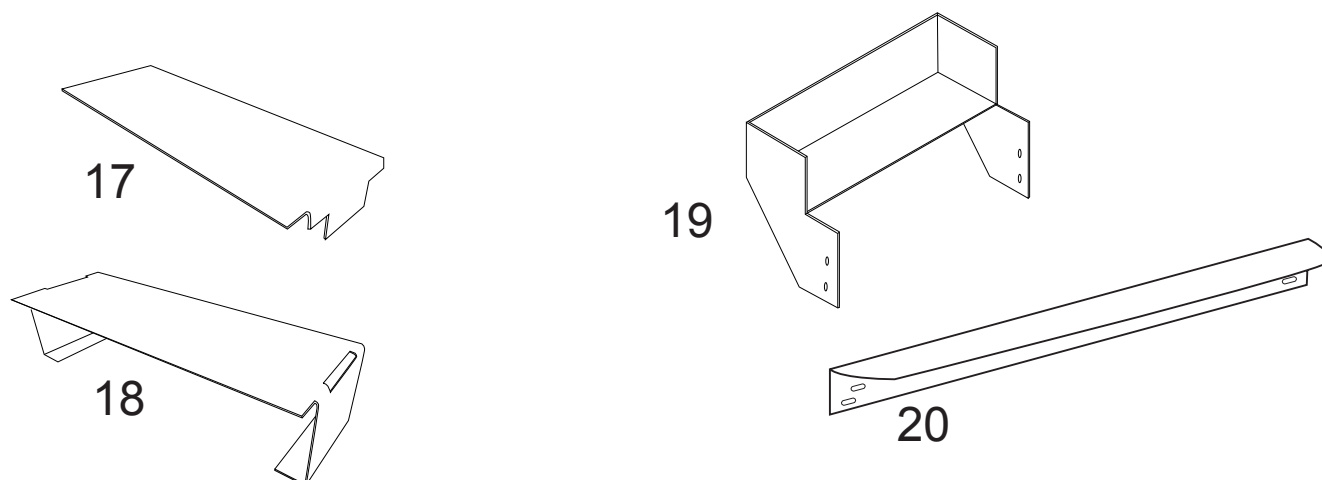
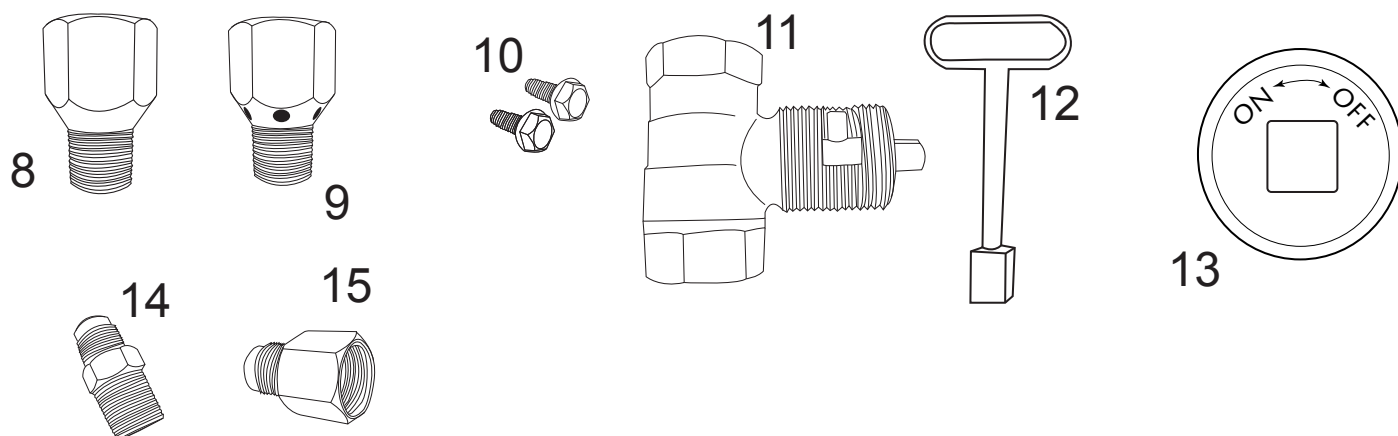


Fig. 10 Lighting fire pit with lighter

## MT REPLACEMENT PARTS



Drawings are not proportioned.



## MT REPLACEMENT PARTS

Item	Description	Qty.	Part Number
1	24" Linear Burner Cradle	1	CRADLE-L24
1	30" Linear Burner Cradle	1	CRADLE-L30
1	36" Linear Burner Cradle	1	CRADLE-L36
2	24" Linear Burner Pan	1	PAN-L24MT
2	30" Linear Burner Pan	1	PAN-L30MT
2	36" Linear Burner Pan	1	PAN-L36MT
3	24" Linear Burner Tube	1	B-L24
3	30" Linear Burner Tube	1	B-L30
3	36" Linear Burner Tube	1	B-L36
4	24" Linear Burner Guard	1	GUARD-L24
4	30" Linear Burner Guard	1	GUARD-L30
4	36" Linear Burner Guard	1	GUARD-L36
5	1/2" MIP Brass Nut (not shown)	1	105-8
6	7/8" Flat Washer/Spacer	1	ST3-113-1026
7	1/2" Flex Gas Line (46-inch Length)	1	T-200-9898-46
8	Air Shutter Orifice NG (for 24" Natural gas model)	1	OAS-NG42
8	Air Shutter Orifice NG (for 30" Natural gas model)	1	OAS-LP38
8	Air Shutter Orifice NG (for 36" Natural gas model)	1	OAS-NG32
9	Air Shutter Orifice LP (for 24" Propane gas models)	1	OAS-LP50
9	Air Shutter Orifice LP (for 30" Propane gas models)	1	OAS-LP48
9	Air Shutter Orifice LP (for 36" Propane gas models)	1	OAS-LP43
10	10-24x 1/2" Stainless Screw	12	ST3-113-1028
11	Standard Capacity Straight Ball Valve	1	BVS
12	8-inch Chrome Key for BVS	1	KEY-PC-8
13	Chrome Flange (decorative cover for BVS)	1	KC-PC
14	1/2" NPT Male to 1/2" Male Flare Fitting	1	U1-8D-S
15	1/2" NPT Female to Male Flare Fitting	1	U3-8D-S
16	Red Silicone "O" Ring (not shown)	1	ORING
17	Linear Burner Pilot Cover	2	PILOTCOVER-L
18	Linear Burner Pilot Shield	2	PILOTSHIELD-L
19	Linear Burner Ext Bracket	1	EXTBRACKET-L
20	Linear Burner Cradle Bracket	1	CRADLEBRACKET-L
21	1/2" Black Steel 90° Elbow (not shown)	1	BS310-8

## FIRE PIT MAINTENANCE

1. The fire pit should be inspected and cleaned before initial use at least annually by a qualified field service person.
2. Any component that is found faulty must be replaced with an approved component.
3. Any tampering or modifying with the fire pit is dangerous and voids all warranties.
4. During winter months in cold climates and various seasons operation the fire pit may be affected by weather conditions. It is recommended to use a ventilated cover overtop of your fire pit to protect it from humid/rainy weather conditions when not in use. Heavy rains/downpours could affect the fire pit operation if not covered; if this occurs ensure you allow the fire pit time to dry out before attempting to operate. **NOTE:** If a combustible type cover is used over the fire pit when not in use be sure to remove it before operation to prevent a severe safety hazard.
5. Over time stainless steel parts can discolor when heated, usually a golden or brown hue. This discoloration is normal and does not affect the performance of the appliance.

## TROUBLE SHOOTING

### Symptom

### Remedy

Fire pit won't light	<ol style="list-style-type: none"> <li>1. Bleed gas line.</li> <li>2. Ensure all gas supply lines are turned ON.</li> <li>3. Ensure there is not too much media overtop of burner; it can inhibit gas from flowing.</li> <li>4. Check gas pressure.</li> </ol>
Low flame	<ol style="list-style-type: none"> <li>1. Ensure the properly sized media is no more than 1-inch over top of burner.</li> <li>2. Ensure all shut-off valves and key valve is fully open. See page 7; figure 6</li> <li>3. Check gas pressure.</li> </ol>
Water in my fire pit	<ol style="list-style-type: none"> <li>1. Excess dust/sand material from media may be blocking the weep holes to relieve water. Remove all media and unplug weep holes. Clean or install new media free of dust and dirt.</li> <li>2. Ensure fire pit enclosure has proper drainage for water and proper ventilation to dry out.</li> </ol>

## OPTIONAL ACCESSORIES

The following accessories are available from your local Firegear Outdoors dealer/distributor. Each accessory comes with a separate installation manual. Read each instruction thoroughly before installing.

Glass Windshields		Firegear Outdoors Media Options	
GSW-3812 - 38" long x 12 7/8" wide x 7 1/2" tall GSW4312 - 43 1/2" long x 12 7/8" wide x 7 1/2" tall		Lava Stones - 1" to 2" Diameter Lava Rock - 1" to 2" Diameter Glass Beads or Large Crushed Glass - Assorted Colors	
LP Conversion Kit		Stainless Steel Burner Trim	
Models:		Models:	
FPB-24LMT-P	LPK#50	FPB-24LMT-N	TRIM - L24
FPB-30LMT-P	LPK#48	FPB-30LMT-N	TRIM - L30
FPB-36LMT-P	LPK#44	FPB-36LMT-N	TRIM - L36
Vent Kits			
Model: VENT-KIT-6X12 (provides 18-sq.in. ventilation per side of enclosure)			

**FOR TECHNICAL SERVICE, CALL: (855) 498-8324**

Firegear Outdoors  
 9230 Conservation Way  
 Fort Wayne, IN 46809  
 For Sales: (888) 672-8929



WEB SITE: [www.firegearoutdoors.com](http://www.firegearoutdoors.com)

## **LIMITED WARRANTY**

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

### **Consumer/Non-Commercial Applications**

Stainless Steel Components	5-Years
Gas Valve, Spark Ignitor & Electronic Parts	2-Years
G90 Galvanized Pans	3-Years
Gas Logs	5-Years
Glass Windshield	1-Year
Glass Media	5-Years
Controls	5-Years
RTF Enclosure	5-Years
Lava Rock & Lava Stones	No Warranty

### **Commercial Applications**

Stainless Steel Components	1-Year
Gas Valve, Spark Ignitor & Electronic Parts	1-Year
G90 Galvanized Pans	1-Year
Gas Logs	1-Year
Glass Windshield	1-Year
Glass Media	1-Year
Controls	1-Year
RTF Enclosure	1-Year
Lava Rock & Lava Stones	No Warranty

End User must provide a bill of sale, canceled check, or payment record from the end user to verify purchase date and to establish warranty period. This Limited Warranty shall be valid and limited to the original purchaser only.

**WARNING:** Any modification to the product will void the warranty.

This Limited Warranty shall be limited to the repair and/or replacement of parts that have proven to be defective under normal use and service. Before returning any parts, contact our Technical Service Department for a Return Materials Authorization (RMA) number. All warranty claims must be made by the OEM / Distributor / Dealer account on behalf of the end user. You may contact Technical Service at (855) 498-8324.

All approved returned defects must be confirmed by our Technical Service Department. If the defect is confirmed and we approve the claim, we will replace such parts without charge. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Travel, diagnostic cost, service labor to repair the defect and freight charges on warranty parts to and from the factory will be responsibility of the owner. We will not be responsible for labor charges and/or damage incurred in installation, repair, and replacement.

This Limited Warranty is voided if not assembled, installed and operated as intended. This Limited Warranty does not cover any defects due to accident, abuse, misuse, alteration, misapplication, vandalism, improper installation or improper maintenance or service, removal from the original location or re-installation into another location, or failure to perform normal and routine maintenance.

Damage due to severe weather conditions such as hail, hurricanes, earthquakes, tornadoes, discoloration due to over-heating, exposure to chemicals (including salt), either directly or in the atmosphere, or very high humidity, is not covered by this Limited Warranty.

There are no other express warranties except as set forth herein. For consumer applications, any applicable implied warranties of merchantability and fitness are limited in duration to the period of coverage of this Limited Warranty. Some states do not allow limitation on how long an implied warranty lasts, so this limitation may not apply to you.

For Commercial applications, the liability of Firegear Outdoors is limited to the express terms of this warranty. We expressly disclaim any and all implied warranties, including any warranties of fitness for a particular purpose or merchantability.

We are not liable for any special, indirect or consequential damages. Our maximum liability is limited to the purchase price of the purchased products. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusions may not apply to you.

We do not authorize any person or company to assume for it any other obligation or liability in connection with the sale, installation, use, removal, return, or replacement of its equipment; and no such representations are binding. REV. 3-2-16







Having problems getting the fire pit to operate? Don't leave the job site!  
We want to help! Call 855.498.8324 for Technical Support  
between the hours of 8:00AM to 5:00PM EST.  
*Text photos to 260.255.5750 or e-mail photos to [support@skytechpg.com](mailto:support@skytechpg.com).*

**BEFORE YOU CALL WE WILL NEED THIS INFORMATION**

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