



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.

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.