



# **Vega Firepit for LPG Propane Gas**

## **Appliance Installation Operating Instructions Troubleshooting**

Firepits UK Ltd. Trading as: BrightStar Fires  
Company No: 7268571 VAT No: 995 9481 39 EORI No: GB995948139000  
Registered Office: 10 Shirley Road, Southampton, Hants. SO15 3EU  
Website: [www.brightstarfires.co.uk](http://www.brightstarfires.co.uk) email: [sales@brightstarfires.co.uk](mailto:sales@brightstarfires.co.uk)  
Tel: 01425 626171

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# 1. Product Description

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This Vega gas firepit is designed primarily as a portable firepit, which can be moved around, and placed where needed. The burner is stainless steel and will not rust, however the black powder coated surround, although quite tough, if this gets damaged, it will rust. Therefore it's recommended to store the firepit inside undercover when not in use.

However, if you do leave it outside, we also offer an optional stainless steel weather cover, which will stop the rain from blocking the burner jets.

The appliance has been designed and approved for **outdoor use only**.

There are also certain gas safety regulations that must be followed, to ensure the burner is installed correctly. Failure to follow these regulations could cause an unsafe and potentially dangerous installation.

## 1.1. Gas type

**LPG** (Liquid Petroleum Gas) e.g. Propane. Available in portable gas bottles, or in larger on-site storage tanks. Although the burner will work with Butane, it is not recommended.

## 1.2. CE approval

All gas appliances in the UK and Europe have to be CE approved. This means the appliance has been tested and approved by a government controlled test authority to ensure it is safe, and conforms to all necessary safety regulations and design standards.

## 1.3. Firepits UK Ltd

Firepits UK Ltd was established in 2010 to fulfil a market that simply didn't exist in the UK or anywhere in Europe before then. We were the first company to gain CE approval for an outdoor gas firepit burner. The burners are manufactured in our own workshop here in the UK and we offer full spares and customer support.

## 1.4. Serial number location

The serial number is located on the label on the front of the unit.

LPG appliances have S/N L - \*\*\*\* Please make a note of this, as you will need it if you ever need to order spare parts in the future.

## 2. Getting started

Please read this manual carefully before installing or operating the appliance. Please observe all warning and safety messages.

### 2.1. Unpacking the box

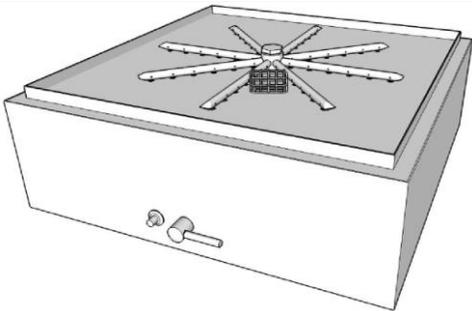
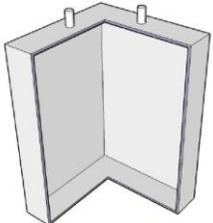
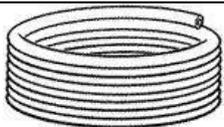
Care should be taken when removing the appliance from its packaging.

This appliance has been burn tested prior to leaving our workshop. Although it has been cleaned, there may be some scorch marks on the burner.

### 2.2. Specifications

Gas Type	LPG - G31 Propane	Appliance category	I 3+
Supply pressure	37 mbar	Maximum flow rate	1.3 kg/hr
Heat input - Low	9 kW	Heat input - High	18 kW

### 2.3. What's Included

Firepit Burner Assembly		Firepit Legs x 4			
					
Lava Rocks 5kg Bag x 2		LPG Hose 4 mtrs			
M6 Nuts & Washers x 8		Brass Nozzle		Hose Clips x2	

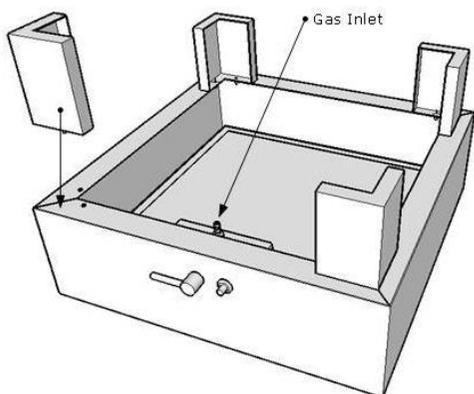
## 2.4. Assembly

### Attach the Legs

Place the fire pit upside-down on the floor and assemble each of the four legs in turn at each corner. Ensure they are the correct orientation, then align the studs in the legs, with the holes in the base of the Firepit unit. Secure with the nut and washer supplied. Repeat for the other three legs. Once all four legs are in place, tighten the nuts with a suitable spanner. Do not over tighten or it could loosen the studs.

### Attach the Brass Nozzle

Apply some PTFE tape or other suitable gas sealing compound to the thread of the gas inlet, and attach the brass nozzle. Use two spanners to ensure the inlet into the control box does not rotate.



### Attach the Gas Hose

Now attach the gas hose to the gas inlet connector. Secure with the hose clip supplied. Do not over tighten as this could split the rubber hose and cause it to leak. New hose can be quite stiff and hard to push onto the inlet pipe, so soften the end of the hose by running it under a hot tap for a few seconds. Try not to get water inside the hose.

### Test for leaks

This is easier whilst the unit is still upside-down. Connect the other end of the hose to your gas bottle regulator, turn the gas on at the bottle to pressurise the pipe and test the brass nozzle connection and the hose connection for leaks. Also test all connections at the bottle end. If you find a leak, this must be fixed before attempting to light the burner.

### Turn over

Now turn the whole assembly up the right way, To ensure you do not damage the unit, this might be a two person job. Place the unit back on the ground on its four legs.

### Add Lava Rocks

This should be carried out, outside. Refer to section 6.2 in this manual.

### LPG Hose Location.

The firepit produces a lot of heat underneath the burner. Hot enough to melt LPG rubber hose. Therefore DO NOT place the rubber hose under the burner. Bring it out the front of the unit.

### 3. Safety

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#### 3.1. Intended use

The appliance is intended as an outdoor heater and should not be installed indoors or in any room with closed sides or a roof covering. Any other use, or use beyond that specified, shall be considered as improper use. The manufacturer is not liable for any damage or injury resulting from such use.

In the event of improper use there is a risk of injury or death to the user or others, or of damage to the product and other property. The appliance is not designed to be used by persons (including children) with limited mental and sensory capabilities or by persons who do not have enough experience or knowledge.

#### 3.2. Basic safety instructions

Symbols used in this manual:

	Important information.		<b>Warning.</b> Failure to follow these guidelines could risk fire or explosion resulting in serious injury or death.
	information relating to standard government building and gas regulations		<b>Warning:</b> Hot. Potential risk of serious burns or injury.



If you smell gas, do not attempt to light the appliance. Immediately shut off the gas supply. Contact your installer or a local gas engineer. Do not attempt to light the burner until the cause of the leak has been found and fixed.



During use, accessible parts may become very hot, please keep pets away and supervise children at all times.

Warning: Flames from the appliance are almost invisible in direct sunlight.

Do not use the appliance in windy conditions or leave unattended.

Always turn off the gas at the bottle, when not in use.

## 4. Firepit Location

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### 4.1. Location

Locate the appliance only in a well ventilated area. Never use the appliance inside a building. Generally a distance of at least 3 meters from nearby structures is recommended. Do not use under overhanging trees or power cables.

As a general rule, this appliance should not be installed under any form of roof covering. However this may be possible under certain circumstances. i.e. the area must have open sides, that cannot be enclosed and there must be a metal canopy or hood above the appliance to allow the heat and fumes to escape through the roof.

### What's Underneath?

You also need to consider what you are placing the firepit on. The heat directly below the burner can be quite considerable. It should never be placed on anything combustible. If you wish to use the Firepit on a lawn or decking then place a 60cm square paving slab under the burner.



**Warning:** The firepit surround can become quite hot during so do not attempt to move the appliance, until it has cooled down sufficiently.



It is important to understand that outdoor gas appliances come under the same building regulations as indoor gas appliances, Particularly relating to underground gas pipe work

### 4.2. Weather covers

Although the appliance has been designed to be installed in an outdoor environment, it is highly recommended that the burner is covered when not in use. The odd shower of rain will not damage the appliance, however if the burner is not used for prolonged periods, water may collect in the tubes or block the pipes or jets. This could make lighting difficult or impossible.

Firepits UK Ltd offer a range of metal covers to suit our burners, or you could use your own. Note: The lava rocks will remain hot for some time after switching the burner off. Do not replace the cover straight away as this could damage the cover or the burner by trapping the heat. Allow the burner to cool before covering.

## 5. LPG Installation

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LPG Propane Gas is **heavier than air**. Therefore if there is a leak, the gas will fall to the ground and flow to the lowest point. For this reason it is against gas regulations to install or use an LPG appliance below ground level or within 2 meters of an open drain or sump, or any void where gas could accumulate.



Therefore **this LPG appliance cannot be used, within a sunken patio area** unless there is some means for the gas to escape in the event of a leak. Consult a registered gas safety engineer if you are unsure.

### 5.1. LPG Bottle Types

There are many types and sizes of LPG bottles available. Firstly you should not use Butane gas, (normally found in blue bottles). This is not ideal for this appliance. Secondly you should not use the bottles labelled as 'patio gas'. (normally green bottles). Although these contain propane, the bottles are too small to run this appliance.

Each size of bottle has a maximum 'flow rate'. This is the volume of the gas it can provide per hour. (measured in kilowatts). The larger the bottle, the greater volume of gas it produces. For example a 5kg propane bottle can only provide 6kw of gas. A 13kg bottle provides 15kw.

You will need a minimum 19kg propane bottle which has a flow rate of 18kw. Ideal for our 18kw burner. You can also use a larger 47kg bottle if you wish. Both these bottles require a screw on regulator.

### 5.2. Bottle storage

- Always store and use gas bottles in an upright position.
- Store gas bottles in a well-ventilated area.
- Do not store bottles in an enclosed space such as a garage or shed.
- Ensure gas bottles are stored away from sources of heat and ignition.
- Do not store bottles below ground level.
- Make sure gas bottles are stored outside, away from building entry/exit points and drains.



Using an LPG bottle on its side is highly dangerous. This allows liquid propane to enter the gas line and the resulting high pressure gas will bypass the gas seals in the valve causing a major gas leak.

For further safety advice please contact your local gas bottle stockist.

### 5.3. Regulators

A regulator is a device that connects to the gas bottle. Its purpose is to reduce the pressure inside the bottle, down to something that the appliance can handle. In other words it controls the pressure and flow rate of the gas going to the appliance.

There are many types and ratings of regulators available. The problem is they all look very similar, but it's **extremely important** you use the correct rating.



This appliances requires a regulator with a rating of 37mbar (millibar) and 4kg. If you use a regulator rated a 1 bar, this is 1000 mbar. That's 27 times the safe working pressure of the burner. At that pressure gas will bypass the main valve seals, causing it to leak, sending highly explosive gas straight out the front of the valve, directly towards you. This is highly dangerous. Please ensure you use the correct regulator e.g. **37mbar 4kg**. These are available from Firepits UK Ltd.

### 5.4. LPG Hose



Rubber LPG hose is for **above ground use only** and cannot be used underground, or anywhere out of sight. It is against gas regulations to run a rubber LPG hose inside a conduit, or under decking or anywhere it could deteriorate and cannot be inspected.

The LPG hose should be positioned so that it is not a trip hazard, it is not subjected to undue strain or placed where it could be damaged. The hose should be checked before use to ensure it is undamaged.

## 6. Installation

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Firepits UK Ltd highly recommends using a gas safety engineer to install this appliance.



Failure to install this appliance correctly could lead to fire or explosion and could cause serious injury.



If the installation does not conform to gas and building regulations it may invalidate your home insurance.

### 6.1. Testing

Prior to placing the lava rock onto the burner, and before attempting to light the appliance for the first time, all installation pipework and gas connections should be tested for leaks.



**Warning:** Failure to carry out proper leak detection could result in a fire or explosion, and serious injury or death. If any leaks are found, they must be rectified and another leak test carried out, before attempting to light the appliance.

Test all gas connections including the regulator connected to the gas bottle. This should be re-tested every time the regulator is connected after changing the bottle. See also safety guidelines in the maintenance section of this manual.

After determining there are no leaks, it's time to light the appliance for the first time. Please refer to the Operating Instructions section of this manual.

The gas valve has been set by the manufacturer. Valve adjustment screws must not be altered. The anti-tamper paint must remain intact.



**Note:** Running the appliance without lava rock can produce visible smoke. This is nothing to worry about and it will disappear once the lava rocks are in place.

During manufacture, the burner tubes are machined and sometimes oil can remain in the tubes. When running the appliance for the first time, this oil burns away and can create an odd smell. This is of no concern. The oil will disappear after the appliance has been used a while.

Once you are happy the appliance is working perfectly, turn the appliance off and allow to cool down before adding the lava rock.

## 6.2. Lava Rock

All appliances are supplied with two 5kg bags of lava rock. This is a natural product and the bags may contain rocks of various colours and sizes.



Do not empty the bags directly onto the appliance. The bags usually contain some dust, which can block the burner jets. Instead, empty the bags into a suitable container then place the rocks by hand onto the burner.



Lava rock should be placed one layer deep so it covers the burner tubes and mounting plate. Do not place lava rocks on top of the pilot cage, as this can cause the pilot to overheat and fail.

The lava rocks are washed before bagging, so they may contain some moisture. If you light the appliance with wet lava rock, the rocks may pop and crackle as the water turns to steam inside the rocks. It's advisable to let the rock dry out before use,



Note: The appliance has been tested and approved for use with the lava rock supplied. You should not place anything else on top of the burner, as this could cause unpredictable results. The appliance could overheat and fail, or it could become dangerous.

During use, the rocks will become covered with soot. Most of this will burn away, but some will remain. It's advisable to remove the rocks on an annual basis, and clean with water and a stiff brush to remove any loose soot. See Maintenance section of this manual.

## 7. Operating Instructions

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### Lighting procedure



**OFF**

**Spark**

**High**

**Low**

**Step 1:** From the off position (3 o'clock), press the handle in slightly and turn anticlockwise to the spark position (2 o'clock). Now press the handle in fully. Notice the pin on the shaft behind the handle should engage in the slot on the valve body.

For newly installed burners or if it hasn't been used in a while, it can take several minutes to purge the air out of the pipe work, especially if it is a distance from the gas supply. Please be patient and keep the handle depressed to fully purge the pipe.

You should hear a faint hiss coming from the pilot, which means that air is being purged or gas is reaching the pilot.

**Step 2:** With the handle pressed in, press the black ignition button to light the pilot flame. If it does not light, it could mean there is still air in the pipe. Keep the handle pressed in, wait another 10-15 seconds, then try the ignition button again. This will only light the pilot flame and not the main burner.

The spark can be weak in damp weather. You can use a lighter to light the pilot instead.

**Step 3:** Once the pilot is lit, keep the handle pressed in for a further 10-15 seconds. After this time you can release the handle and check the pilot flame is still alight.

**Step 4:** To light the main burner, turn the handle quickly from the spark position to the high position (12 o'clock). If you move the handle slowly, the sudden pressure drop can cause the pilot flame to go out before it lights the main burner.

**Step 5:** To vary the heat, turn the handle between the maximum high position and minimum low position (10 o'clock).

**Step 6:** To turn the burner off, rotate the handle back to the spark position. The main burner will go out. Press the handle in slightly and turn to the off position. The pilot flame will go out.

The gas supply should be isolated at the bottle or storage tank when not in use.

## 8. Troubleshooting - New Installations

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During the assembly process in our workshop, we test every burner. It's lit three times, and run to ensure it works as expected. It's pressure tested for leaks and we test the flame failure device. It's then packed carefully to ensure nothing is damaged during transport.

However, during installation, sometimes things happen that cause a problem. These are usually quite simple things to fix, once we've identified the problem.

Note: The valve won't allow the main burner to light, until the pilot is lit first.

**Pilot Won't Light..** Due to no gas, or no ignition.

**No Gas:** Turn the control lever to the spark position then push and hold in. Place your ear just above the pilot cage; you should hear a faint hiss. Initially this is air. It can take some considerable time to purge all the air out of the pipe work before gas reaches the burner.

If you cannot hear a hiss, either the gas supply is blocked or switched off, or the pilot is blocked. If you can hear a hiss, move your head away from the pilot and keep trying the piezo ignitor every 10 seconds or so. Once all the air is out of the pipe, it should light.

Hint: The piezo spark is quite weak, and needs a strong flow of gas to ignite. It is much faster to light the pilot with a lighter.

**No Ignition:** If the piezo button pushes in but does not spring back out, squirt some WD40 onto the button while pressing in a few times. This should free it. If the button works but there is no visible spark at the pilot, (you cannot see the spark during the day, wait for night) it could be the piezo lead has become dislodged. Sometimes the pilot cage moves during installation causing the spark to hit the cage, rather than the top of the pilot. Simple move the cage slightly, so the spark hits the right place. The piezo won't work in wet conditions. Even without the ignition, you can always light the pilot with a lighter.

### **Blocked Pilot Jet**

For newly installed burners this is unlikely. However if gas is present at the burner inlet, but nothing comes out of the pilot when the valve lever is in the correct position and depressed, then the pilot jet could be blocked. There is an air opening at the base of the pilot and sometimes water, or lava rock dust can enter and block the jet. To unblock the pilot it means disconnecting the pilot gas hose. If you are not confident to do this, please consult a gas engineer. Remove the lava rock and place the unit upside-down. The smaller flexible gas pipe will need to be removed using two spanners, as the pilot jet rotates. Remove the gas pipe, and blow through the pilot from underneath. This should clear any blockage. Reassemble the gas pipe to the pilot again using two spanners. Ensure a gas tight joint. Test for leaks using a suitable leak detection fluid around the pilot joint.

**Pilot lights ok, but goes out when control lever is released..**

Once the pilot is lit, continue to hold the control lever in for another 10 seconds then release. This allows the pilot flame to heat the thermocouple inside the pilot cage; this in turn sends a signal back to the main valve. If the pilot flame goes out when the lever is released then the thermocouple is not hot enough or could be damaged. Relight the pilot and hold in for a bit longer. Make sure there is a flame coming from the pilot hitting the thermocouple. Sometimes the thermocouple can move in the bracket, causing the flame to not reach the thermocouple. Move it closer to the pilot so it's in the flame.

**Pilot lights and stays on, but main burner won't light..**

For newly installed burner this is unlikely. Once the thermocouple sends a signal back to the main valve telling it there is a flame present, the main burner should light.

**Main burner lights but shuts off after 20 to 60 seconds..**

This is can be caused by the thermocouple cooling slightly, thus telling the main valve to shut off. Sometime after the main burner is lit, the gas pressure to the small pilot flame reduces, making the flame shrink just enough to allow the thermocouple to cool down. To keep the thermocouple nice and hot, move some of the lava rock around between the thermocouple and the closest main gas jet. Allowing the main burner flames to hit the thermocouple should keep it hot enough.

**Main burner lights but shuts off after 10 to 20 minutes..**

Possibly, the thermocouple was kinked during installation but not completely broken. This allows it to work for a while until the heat from the burner causes it to fail. The burner might relight, but it won't last as long, until eventually it won't stay lit at all. The thermocouple should be replaced.

## 9. Troubleshooting - Existing Installations

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This refers to appliances that have worked previously, but have now stopped working for some reason. If the appliance has not been used for a while, the gas could have dissipated, and it can take time for the pressure to build back up.

**Water Problem:** If the burner has been left uncovered, there could be water in the pipe work. Sometimes the main burner will light and you will hear the gas bubbling through the water. This is fine, and the water will evaporate quickly once the burner heats up. In extreme cases if the burner has been left uncovered all winter, there could be too much water in the main gas pipe and this will stop the gas from getting through. You have two choices. Cover the burner so no more rain enters the burner, and allow it to dry out. This could take some considerable time. Or remove the water by disconnecting the main burner gas hose under the burner. If you are not confident to do this, please consult a gas engineer. In extreme cases water can enter the main valve causing the solenoid inside to fail. This will need to be replaced.

**Gas Supply Pipe:** Check your gas supply pipe to ensure gas is still getting to the burner inlet. Unfortunately, we have known installers use the rubber hose for underground use, and it rots away causing a gas leak. This will need to be replaced with a gas pipe suitable for underground use.

**Leak Test:** If the burner won't light after being left for some time, it's highly recommended you check your gas supply pipe and the connections onto the burner, in case it may have developed a leak. Do not attempt to light the burner until it's been checked for leaks first.

**Pilot Won't Light..** Due to no gas, or no ignition.

**No Gas:** Follow the guidelines for 'no gas' under the new installation section. If gas is reaching the burner, but not the pilot, the pilot jet could be blocked. For older pilots, sometimes blowing through it is not enough to clear the jet and it may need to be replaced.

**No Ignition:** Follow the guidelines for 'no ignition' under the new installation section.

## **Burner overheats. Pilot failure. Gas leak under burner.**

During product development our burners were tested under extreme conditions, for prolonged periods. Providing they are installed as per the design guide and installation instructions, they should give years of trouble free use. However the design of the pit is very important, to ensure the burner works correctly, and stays working.

One key element is ventilation. The burner draws most of its air up from underneath the burner. This air must be replaced by cool fresh air under the burner. Without this, the burner doesn't perform as well, and the heat can build up, causing the burner to overheat and fail.

The Vega firepit with it's supporting legs has plenty of ventilation, so this is never normaly a problem, however we have known some customers cover the outside of the unit with stone cladding, or tiles, which can look nice, but can block the ventilation.

Another reason for overheating is too much lava rock on top of the burner. Lava rock should be only one laver deep, and none at all on top of the pilot cage.

With too much heat under the burner, the pilot jet under the burner tray starts to bend. It can then fracture, causing a gas leak under the burner tray. This then ignites, which usually causes the flame at the top of the pilot to go out. The flame failure device then cuts the gas supply to the burner. If this happens, do not attempt to relight the burner. Wait for the burner to cool then check underneath. If you see black soot around the pilot area, this shows it's failed and the pilot needs to be replaced. (and sort out the cause, e.g. ventilation or lava rock) Pilot failure by overheating is caused by incorrect installation, not by a fault with the product, so is not covered under the terms of the warranty.

## 10. Servicing and Maintenance

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Any modification to this appliance may be dangerous and will invalidate the warranty coverage. These safety instructions are not exhaustive. Care and common sense should also be used. For further advice please refer to the installation and operating instructions within this manual, or contact Firepits UK Ltd

### **Annual maintenance:**

Firepits UK Ltd highly recommends an annual maintenance check of the appliance and your installation. If the burner has not been used for some time, usually over the winter, it would be advisable to have it checked by a gas safety engineer before it's used again in the spring.

**Supply Pipe work:** Check the supply pipe work for any signs of damage and check for leaks. This should include the bottle connections and regulator, as well as the connections onto the appliance inlet.

**Lava rock:** This will last forever, however can become covered in soot. Although not a major issue, ideally you should remove the rocks and scrub with a stiff or wire brush in water to remove any loose soot. Allow the rocks to dry before placing them back onto the burner.

**The Appliance:** With the lava rocks removed, check the burner tubes. It's very rare a tube fractures, but this can happen with severe overheating. In this case the burner would need to be replaced.

Lift the burner and check underneath. Check the pilot carefully and if the gas pipe onto the pilot looks like it's leaning over, this is a sign of overheating. It may not have failed yet, but could if not addressed. Contact Firepits UK for further advice.

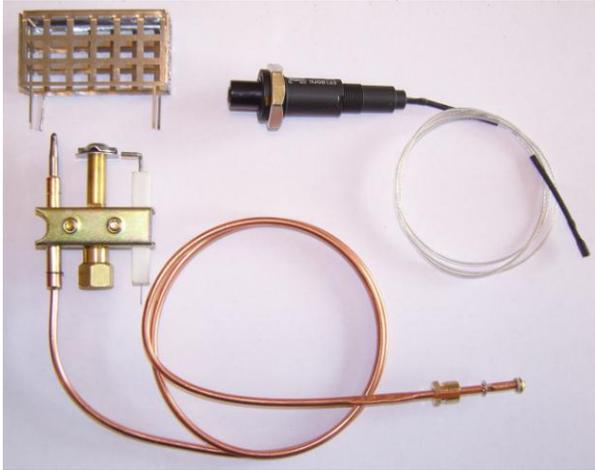
If there is soot on the underside of the burner plate, then that means it's been leaking and ignited. This needs to be fixed before using the burner again.

Check the connection onto the burner inlet under the back of the control box for leaks. If this leaked and ignited, then there will be black soot under the control box.

## Spare Parts:

We offer a full range of individual spares as well as service kits for all our burners. Please quote the appliance serial number when ordering, to ensure we supply the correct spares for your burner.

### Service Kit



Spare parts can be purchased individually, however in some cases it might be more cost effective to purchase a Service Kit. Often if trying to replace an individual component, you then find something else that needs replacing, so a service kit replaces anything that is likely to be causing a problem.

Individual spares are also available.

Service Kit Components	Other spares available
Pilot assy and bracket	Control valve handle and grub screw
Thermocouple	Pilot mounting bracket and rivets
Electrode	Main burner flexible gas pipe
Pieso Ignitor	Pilot flexible gas pipe
Piezo Lead	

The main valve cannot be replaced locally, as it requires specialised equipment to adjust and set the valve to the correct flow rate for the appliance. This would require the appliance to be returned to our workshop. A valve replacement is extremely rare, as they don't tend to fail.

## 11. Warranty

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All Gas Firepit Burner delivered to a UK mainland address are covered by our 12 month return to base limited warranty. Should you have any problems, please use the contact details at the back of this manual. Please quote your invoice number and serial number, (which can be found on the label on the control box). Also, if purchased through a dealer or installer, his name and contact details.

Firepits UK Ltd make every effort to ensure all firepit burners leaving our factory are in perfect working order. Each burner is 'burn tested', to ensure it functions safely and correctly. Due to the nature of the product, problems can be caused during the installation process, which are not covered by the manufacturers' warranty.

To return your firepit burner, you must first contact us explaining the reason for the return

1. Return to Base warranty warrants the firepit burner to the end user, against defects in materials and workmanship for the period of one year, which begins on the date of purchase by the customer.
2. Under a return to base warranty the end user is responsible for the cost of packaging and shipping the unit to us. We are not liable if the burner is improperly packed resulting in damage during transit. Please retain all original packaging together with manuals, as this will assist in returning the product in the correct packaging.
3. We will rectify the fault within a reasonable amount of time from the point of receipt at our factory.
4. The Return to Base warranty covers only those defects which arise as a result of normal use of product, and do not apply to any: Improper & inadequate maintenance or modification. Repairs carried out by non-authorised persons. Damage caused by improper handling or installation. Operation outside the product specifications. Physical damage, accidental damage, neglect, or user abuse. Normal wear and tear.
5. If there is no fault found or the problem has been caused by third party installer, user error or physical damage and any of the reasons stated in section 4, a no fault found charge may be applied, you will be emailed and phoned to confirm this charge within 7 days of the item being tested, you will also be charged return carriage for return of your goods.
6. The warranty applies to the original owner of the firepit burner and is non transferable.
7. We reserve the right to repair or replace any faulty components. Faulty goods may be replaced with factory-refurbished components.
8. The warranty is void if, there is any attempt made to repair the appliance by a non-authorised third party, or if the appliance is inadequately or improperly maintained or modified.
9. The warranty is void if any part of the appliance has been disconnected in order to install into your pit, or if the anti tamper paint has been removed from the valve adjustment screws.
10. We reserve the right to replace discontinued products that are still under warranty with the nearest equivalent specification product. All repairs and replacements will carry a 90 days warranty or the original warranty balance, whichever is greater.
11. This document is not proof of purchase or proof of warranty,

### **No-Fault Returns Conditions**

For no-fault returns purchased directly from Firepits UK Ltd, please contact us with 14 days of receiving the appliance. All non-faulty returns must be returned within one month of purchase. They must be returned undamaged in their original undamaged packaging, along with all accessories and manuals etc. If any returned item is damaged or parts missing, including the original packaging and manuals etc, we reserve the right to charge a 15% restocking fee. Goods returned after one month of purchase will be liable for a 15% restocking fee. Any goods found to be damaged upon receipt at our factory, may be subject to a repair fee of up to 50%.

### **Goods Damaged in Transit:**

If goods are visibly damaged on receipt, it's very important to sign for the goods as damaged on arrival with the courier and then contact us immediately. We cannot accept claims for carrier damage, unless this has been reported to the carrier upon receipt.