

FIRE/WATER FEATURES

INSTRUCTIONS & INSTALLATION INFORMATION



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PRISM

HARDSCAPES

WARNING

Read this material before using this product. Failure to do so can result in serious injury. **SAVE THIS MANUAL.**

SECTION 1: RECEIVING & SAFETY WARNINGS

RECEIVING CHECKLIST

Upon receiving fire feature from transportation carrier

- 1) Inspect the crate/pallet for damage
- 2) Check that Purchase Order/BOL paperwork matches paperwork on crate/pallet
- 3) Open top of crate/pallet and inspect unit for damage

*If damaged, please notify carrier immediately and sign “damaged” or do not receive. Please also notify Prism Hardscapes office immediately via email at warranty@prismhardscapes.com.

WARNING

FOR OUTDOOR USE ONLY. POTENTIAL 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. Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Read all installation, operating and maintenance instructions thoroughly before installing or servicing the equipment.

WARNING

Failure to follow instructions may result in a fire, explosion, causing property damage, personal injury or loss of life. Refer to local professionals that are fully licensed properly to install gas appliances. Make sure your installer follows all local codes. Service appliance annually by a professional technician certified in the United States by National Fireplace Institute (NFI). Replacement burners should be replaced by service professional using original parts using manufacturer’s guidelines. Failure to follow these guidelines may result may result in personal injury or property damage. Verification of fuel can be done by looking at the label on back side of burner. Never use any alternative fuel sources.

CAUTION

Do not use any solid fuels in this gas burning appliance. Your fire feature may not be used for cooking. Do not place any unopened containers in fire feature. Heating up of such containers will cause pressure to buildup and burst causing personal injury or property damage. Never use fire feature in windy conditions. Follow clearances in the installation guidelines or refer to local building codes and place according to the local jurisdiction’s guidelines. Never let loose fitting garments touch hot surfaces or open flames when fire feature is in use. Garment may ignite causing personal injury.

GAS SAFETY

If burner goes out turn gas to off position and let several minutes go by. Once gas has dissipated, light following manufacturer’s recommendations. Propane must always have a regulator. Do not operate if regulator has been removed.

BURN HAZARD

Never leave children near fire feature without supervision. This appliance may reach high temperatures which will cause burns. Never leave fire feature unattended when in use. When using appliance, never touch the rock or glass used in the appliance. These areas get very hot and will cause injury. Do not reach over the fire feature when in use. Do not stand on any part of this appliance. Never allow children to sit on or near appliance this could cause personal injury.

SAFETY

Inspections of this appliance should be done prior to installation and on an annual basis by a certified technician. Frequent cleaning may be required depending on level of usage. It’s important that the airflow inside the unit not be obstructed. It is the installer’s responsibility to review all safe operating and safety procedures with the end user. All manuals and product information sheet must be left with end user.

WARNING! - FIRE UNIT USAGE WITH WET MEDIA

DO NOT IGNITE FIRE TABLE WHEN LAVA ROCK IS WET. If your fire unit media is wet due to rain or other wet conditions, expansion of heated water droplets may cause the rock to crack or burst causing damage to the unit, property or serious injury to persons.

NEVER ATTEMPT TO MOVE YOUR FIRE FEATURE BY YOURSELF

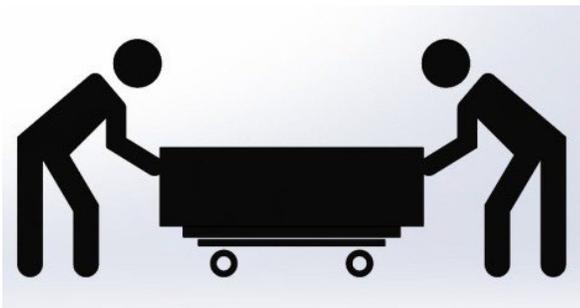
- WRAP FURNITURE BLANKET AROUND THE ENTIRE BODY OF THE UNIT
- PLACE A PIECE OF ¾" PLYWOOD BETWEEN DOLLY AND THE FIRE FEATURE FOR INCREASED STABILITY WHILE MOVING
- USE DOLLY TO NAVIGATE THE UNIT TO THE FINAL POSITION



DO NOT USE A WHEELBARROW OR OTHER UNBALANCED EQUIPMENT TO MOVE UNIT

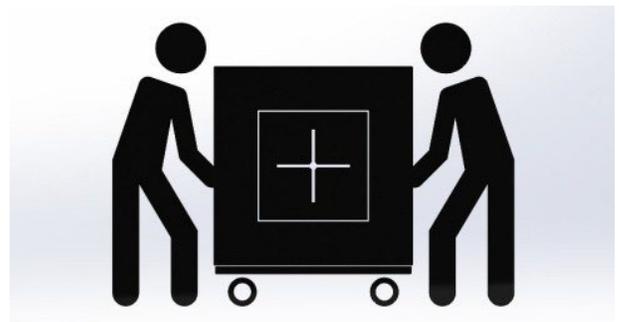


CAREFULLY REMOVE UNIT FROM CRATE AND PLACE ONTO MOVING DOLLY

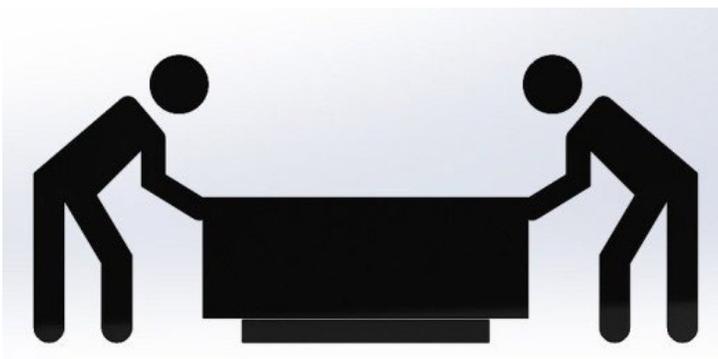


PLACE FIRE FEATURE WITH BASE DOWN TO MOVE

OR



PLACE FIRE FEATURE ON SIDE TO MOVE
SECURE PAN/BURNER PRIOR TO TILT
(ONLY FOR SQUARE OR RECTANGLE UNITS)



GENTLY PLACE FIRE FEATURE INTO FINAL POSITION

⚠ WARNING

Before installing this product, read and follow all warning notices and instructions provided. Failure to do so may result in serious injury, property damage and/or death.

For additional product reference and copies of these instructions, visit our website at prismhardscapes.com

This product must be installed and serviced by a contractor or qualified installer who is licensed and/or certified within the jurisdiction where the product will reside. In the event no such state or local requirement exists, the installer or maintainer must be a qualified professional with sufficient experience in installation and maintenance of gas and/or electric appliances. Prior to installation, read and follow all warning notices and instructions provided with this product.

Failure to do so may result in property damage, personal injury, and/or death. Improper installation and/or operation may result in exposure to carbon monoxide and flue gases which can cause serious injury, property damage, and/or death. For installations in the vicinity of occupied/living areas, Prism Hardscapes strongly recommends installation of carbon monoxide detectors within reach of this appliance and in any adjacent occupied spaces. Improper installation and/or operation will void warranty.

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

WHAT TO DO IF YOU SMELL GAS

- . Immediately switch off main gas supply.
- . Do not try to light any appliance.
- . Do not touch any electrical switch; do not use any phone near unit.
- . Immediately remove yourself from the area, call your gas supplier and follow their instructions.
- . If you cannot reach your gas supplier, call the fire department.

Installation and service must be performed by a qualified installer, service agency, or gas supplier.

THIS APPLIANCE IS FOR USE WITH PROPANE OR NATURAL GAS ONLY. AT NO TIME ARE SOLID OR ALTERNATIVE FUELS TO BE USED WITH THIS APPLIANCE.

Prism Hardscapes strongly recommends the installation of Carbon Monoxide detectors within reach of this appliance and in any adjacent occupied spaces.



CALIFORNIA PROPOSITION 65

This product can expose you to Chromium, which is known in the state of California to cause cancer, birth defects, or other reproductive harm.

For more information, go to: www.p65warnings.ca.gov

WARNING

This appliance may produce carbon monoxide which has no odor. Using this appliance in an enclosed space such as a motorhome, camper, car or home may result in death.

Prism Hardscapes utilizes CSA certified components. Installation must conform to local codes, National Fuel Gas Code ANSI Z223.1/NFPA and/or National Fuel Gas Code.

Appliance should be serviced annually by a professional gas technician certified in the United States by the National Fireplace Institute (NFI). Any parts that require replacement should be replaced only by a certified service professional using parts recommended by manufacturer.

Do not alter any component or design of this unit as it may alter the operation and result in injury, property damage and/or death. Altering unit will also automatically void warranty.

This fire feature is not intended for cooking. Do not place anything on or in fire feature.

Never use fire feature in windy conditions.

Do not touch hot surfaces, hot media (rocks/glass/etc.) or open flames.

Do not reach, jump, or walk across unit, media or open flames.

Do not ignite fire feature when media (rocks/glass/etc.) are wet. Doing so may cause media to crack and burst.

It is important to inspect your fire feature before every use. Make sure there are no obstructions or combustible materials on or near unit.

Wipe down surface of unit before every use and immediately clean any spills or messes on or around unit.

Consistently check hoses and fittings for cracks, abrasions and leaks (at least once a month).

Do not leave pets or children unattended around fire feature.

Use a designated fire pit or barbecue cover when not in use.

SECTION 2: GAS REQUIREMENTS

Read this section before installation. It explains what you need to know about Propane Gas & natural gas prior to setting up your fire feature.

PROPANE GAS

Your fire feature is not provided with a propane tank. You will need to provide one. Use the following specifications for purchasing your propane tank.

SPECIFICATIONS

The 2-lb. propane gas supply cylinder is constructed and marked in accordance with the specifications for propane gas cylinders as required by the U.S. Department of Transportation (DOT).

MANIFOLD PRESSURE

For plumbed-in Propane Gas installation, use a regulator.

SUPPLY PRESSURE

Maximum line pressure for plumbed-in propane is 14" W.C. psi (3.5 kPa). Minimum line pressure for propane is 11" W.C.

Minimum: 8.0" W.C.

Normal: 11.0" W.C.

Maximum: 14.0" W.C. (½ psi)

PRESSURE REGULATOR

The unit must be used with the supplies gas pressure regulator and hose assembly. The regulator will control and maintain a uniform gas pressure in the manifold. The burner orifice has been sized for the gas pressure delivered by the regulator. Replacement pressure regulator and hose assemblies must be those specified in the instructions.

CYLINDER SPECIFICATION

Any propane gas supply cylinder used with this fire feature must be approximately 12" in diameter and 18" high. The maximum fuel capacity is 20 lbs. of propane or 5 gallons. Full cylinder weight should be approximately 38 lbs. Always use the cylinder dust cap on the cylinder valve outlet during transport and when the cylinder is not connected to the fire feature. The 20-lb. propane gas cylinder used must include a collar to protect the cylinder valve.

FILLER VALVE

If you do not have an updated filler valve on your existing propane tank, you will need to purchase one at your local hardware store, otherwise you will not be able to refill the propane tank at the refill station.

TRANSPORTING GAS CYLINDER

Only one cylinder should be transported at a time. Be sure that the cylinder is secure and transported in an upright position with the control valve turned off.

NATURAL GAS

Ensure that the service supplying the fire feature is fitted with a positioned shut off valve that is easily accessible.

REQUIREMENTS

Always check the rating plate to make sure the gas supply you are connecting is the gas type for the manufactured fire feature. The installation of this appliance must conform with local codes or, in the absence of local codes, to the National Fuel Gas Code, ANSI 2223.1, NFPA 54; National Fuel Gas Code; Natural Gas and Propane Installation Code, CSA 8149.1; or Propane Storage and Handling Code, CSA 8146.2 as applicable. Natural gas connection must be performed by a licensed contractor or local gas company representative.

SUPPLY PRESSURE

Minimum: 3.5" W.C.

Normal: 7.0" W.C.

Maximum: 14.0" W.C. (½ psi)

PRESSURE TESTING

If the fire feature is installed with a fixed fuel piping system and equipped with an appliance gas pressure regulator, the fire feature and its individual shut-off valve must be disconnected from the gas supply piping system during any pressure testing of the system at test pressure in excess of 1/2psi (3.5 kPa).

The fire feature must be isolated from the gas supply piping system by closing its individual manual shut off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than ½ psi (3.5 kPa).

SECTION 3: SETUP & INSTALLATION

1. Refer to the corresponding section below for set-up on your unit. All units must have clearance to combustible surface of 4 ft on sides & 6 ft from the top. Refer to the section below for the according to the gas type you purchased.

Natural Gas Installation

Prior to installation, a gas professional will need to run a gas line underground below the foundation where your fire feature will reside. In order to do this, your gas professional will first need to determine the best pipe size based on fuel input requirements (BTU's/HR), gas pressure and distance from gas pressure regulator to fire feature. Once you have created a trench underground for your pipe, install the control panel and gas piping as shown in Figure 1. The gas piping must be installed underground between the control panel and each fire/water bowl, as shown in Figure 1. The stubbed-out end should be fitted with a ½" NPT ball valve shutoff (rated for gas usage) and a flare fitting sized for the same size gas hose that is attached to the key valve and burner. Connect your flex hose to the stubbed-out gas pipe then connect the other end to the key valve in your fire feature. The arrow on the key valve should be pointing the direction of the gas flow (towards the burner plate on your fire feature). Tighten all fittings with a wrench, do not hand tighten! Test the gas lines for leaks and loss of pressure over a 24-hour period. When you are finished testing and have found no leaks, cover the pipes, level the ground and finish setting the foundation. Note: Check with your gas supplier to verify gas flows and pressures available at the location of your installation. In many cases utility companies will install larger meters at no charge to accommodate larger flows.

Propane Gas Installation

Make sure the foundation is flat and level prior to placement. Units using Propane Gas will come with a burner, orifice, flex hose and regulator that will attach to the propane tank. This gas hose will need to go from the tank to the burner. The hose should connect from the key valve within the unit, through a vent underneath and to the propane tank. Make sure all fittings are tightened properly with a wrench, do not hand tighten! An additional flex hose will be attached to the other end of the key valve to the flare fitting at the bottom of the burner. The arrow on the key valve should be pointing the direction of the gas flow (towards the burner plate on your fire feature).

2. Piping must be reduced to ½ NPT or larger at each bowl, as shown in Figures 3 & 4.
3. At each fire/water bowl, install a 90° gas pipe elbow on the gas line for proper installation of a gas hose. Do not kink or make a tight radius bend on the gas hose. Note: The gas, electrical, and water connection at each bowl must be located at the center of each bowl. The connections must be installed as shown in Figures 3 & 4.
4. Install low voltage wiring (14 or 16 ga. 12VAC) underground between the control panel and each bowl. 120v source into the control panel can come from any 120v source, including auxiliary relay from the pool controller or home system.
5. Keep pipe length and elbows to a minimum to eliminate unnecessary pressure drops. Corrugated flex gas lines should not be used. Gas, water, and electricity should be centered in the middle of the column.
6. Carefully place the fire/water bowl in the final designated area. The fire/water bowl must be anchored into its final position. A minimum of 3 to 4 bolts will be needed. Use 3/8" anchor bolts to affix the bowl base to the pilaster. Make sure that it is centered and leveled properly onto the pilaster top. Note: If not leveled properly, the spillway will not create an even water sheer effect. Your fire/water bowl will arrive with the burner and burner plate set in you unit. You will need to lift up the plate to access the gas inlet. Burner hardware has been installed at the factory but will need to be checked for proper tightness after transportation.
7. For manual light systems, connect gas source to key valve. Use a gas hose to connect the key valve to the burner assembly.
8. Install wire nuts on wires from the control panel and burner assembly. Be careful to hook up the "positive" to the "positive" and the "negative" to the "negative." Wrap wire nuts with electrical tape or some means to prevent moisture from getting in. Make sure wire nuts are positioned at the bottom of the bowl, away from the bottom of the burner assembly.

9. After securing all gas connections by a licensed plumber or contractor, place burner pan in final locations on top of concrete ring that sits in the fire bowl.
10. Fire features do not include propane cylinder; you will need to provide one. The Propane Gas supply cylinder must be constructed and marked in accordance with the specifications for propane gas cylinders as required by the U.S. Department of Transportation (DOT).
11. Test burner unit before adding stone or glass in unit.
12. After you've completed all the plumbing installation, you can fill the fire bowl with the decorative material provided. You can place the decorative material on the burner, but not higher than 1" thick. Excessive filler material may impede gas flow and cause gas build-up and potentially cause an explosion.

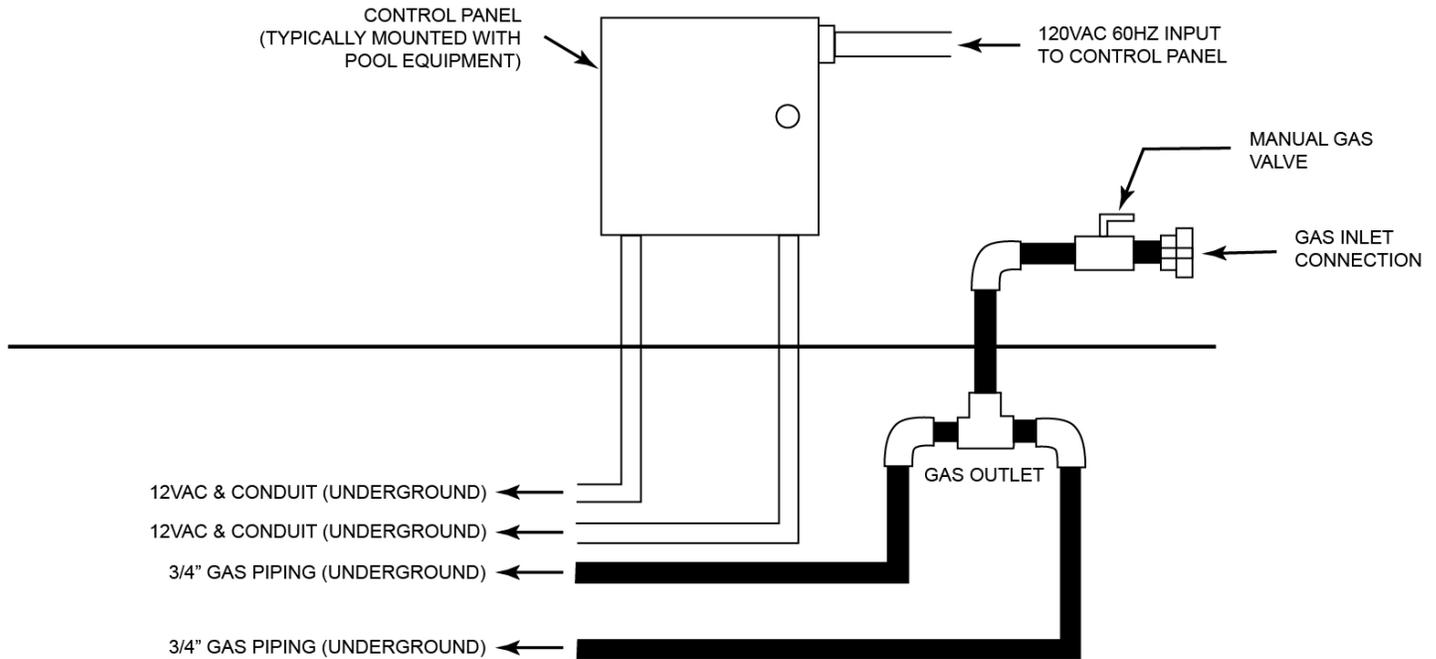


FIGURE 1: SETUP FOR NATURAL GAS INSTALLATION

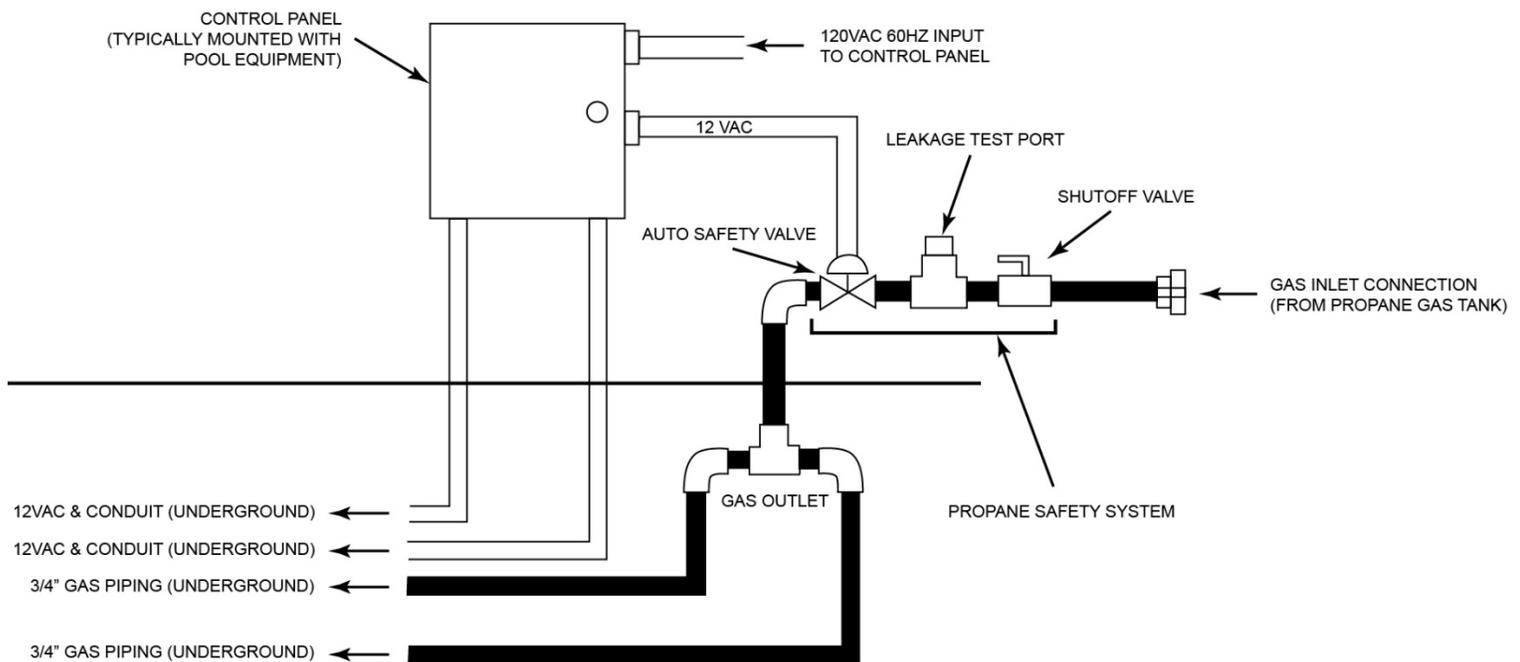


FIGURE 2: SETUP FOR PROPANE GAS INSTALLATION

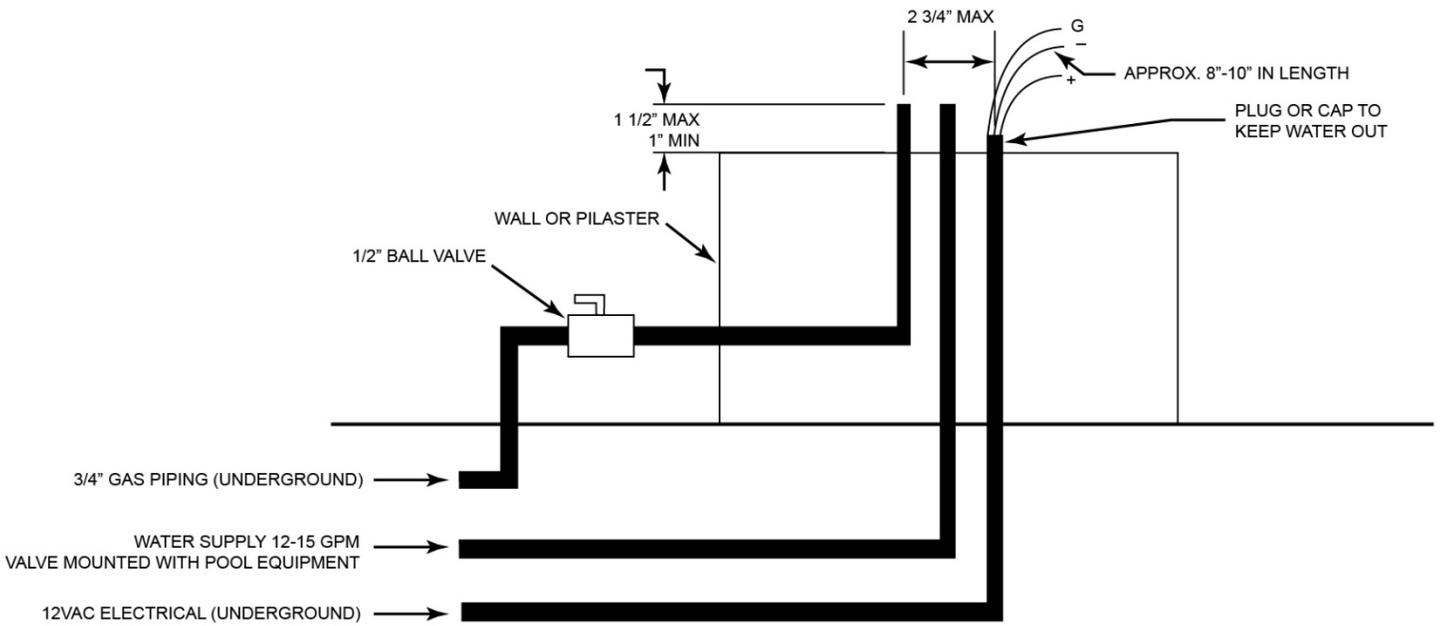


FIGURE 3: PIPING SETUP FOR BOWL

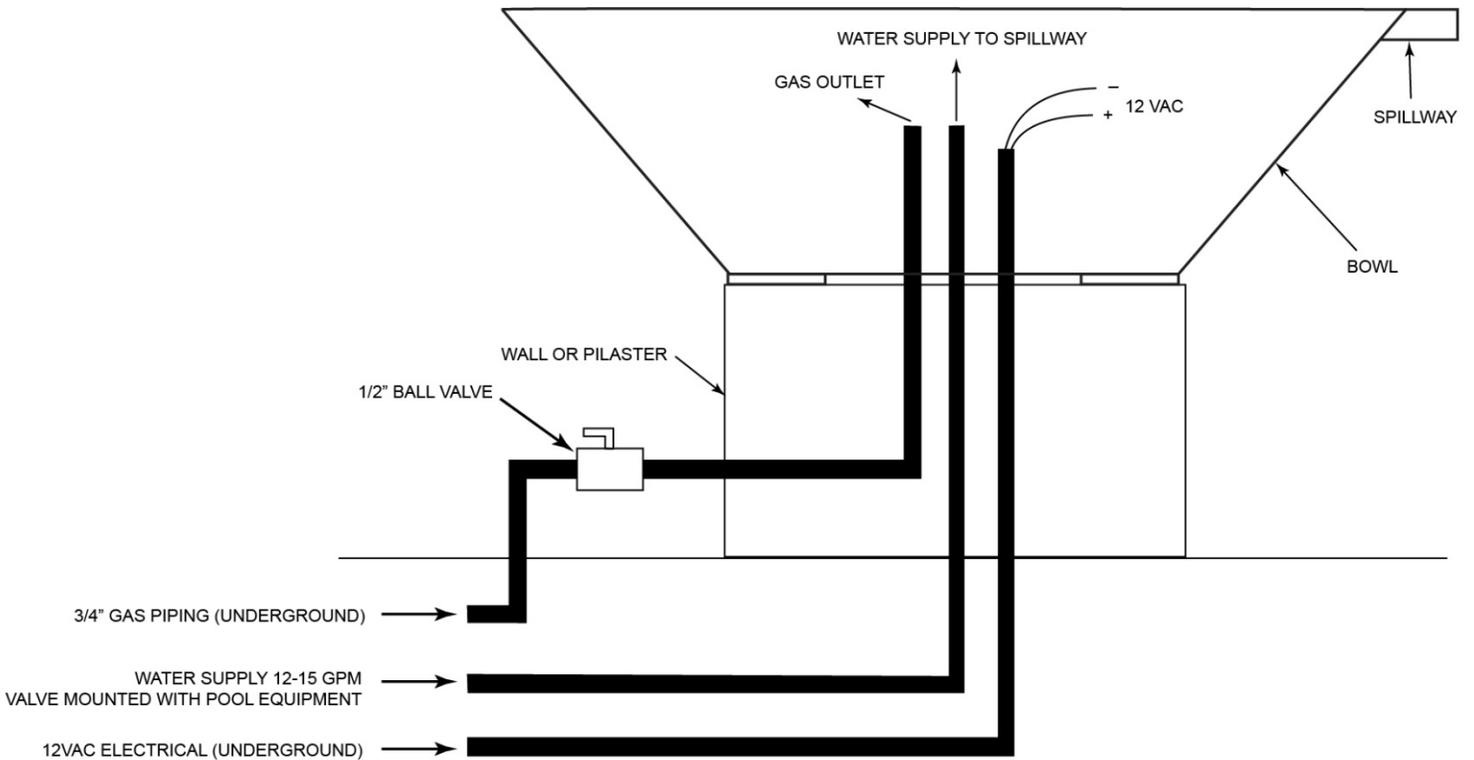


FIGURE 4: FINAL BOWL SETUP

FIRE OR FIRE/WATER BOWL MOUNTING

Prior to mounting and securing bowl, make sure your mounting location is flat and level. Shimming may be required in order to level your bowl. Please note for fire/water bowls; if bowl is not level, water will not spill evenly across the spillway. Water bowls will need to be adhered and sealed to mounting surface using a sealer type adhesive and not the mounting method described below.

Water Bowls:

Water bowls must be leveled, centered or placed in the desired position and adhered to the mounting surface. Once this is complete, the center hole must be sealed and filled in such a way that water will not leak through the water inlet pipe, down to the mounting surface.

Fire & Fire/Water Bowls:

Stub-outs should be centered such that the bowl will be placed in the proper final position. Although there is a center hole in the bowl bottom, any off centered stub-out may require cutting the bowl bottom in order to fit properly onto the mounting surface.

Step 1:



Locate and place bowl into position over electrical/gas/water stub-outs. Make sure it is centered and positioned to your liking.

Step 2:



From the top, looking down over the bowl, locate a point corresponding to the mounting foot below, for each of four feet, and mark those points with a marker.

Step 3:



Using a 3/8" concrete drill, drill down a minimum of 4 inches from inner surface of the bowl, at the marked locations, for each of the four feet.

Step 4:



Using an impact driver, fitted with a 3/8" head, drive the anchor bolts down until they contact the bowl. Make sure there is no rocking or lifting of the bowl. Any offset will cause the bowl to crack when the other anchors are being secured.

Repeat anchoring each marked area to secure the bowl in place.

Step 5:

Check the bowl to make sure it has been secured firmly to the surface. Bowl should not tip, rock or move once bolts are placed.

Step 6:

You are now ready to install the internal bowl components for your features.

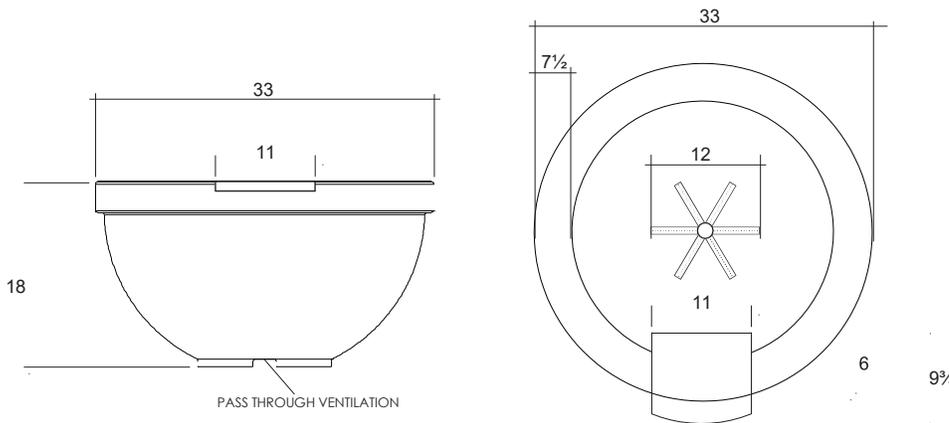
SECTION 4: WARRANTY

Prism Hardscapes LLC offers a **2-year limited warranty** against manufacturer defects. Prism Hardscapes will repair or replace product that has been proven to be defective in workmanship and/or materials. If the unit is confirmed defective and is not repairable by a qualified Prism Hardscapes representative, it will be replaced **FOB Prism Hardscapes facility**.

New orders must be inspected within 48 hours of delivery. Any visible damage or defect must be reported to Prism Hardscapes within this time frame to ensure warranty eligibility. The buyer must provide proof of purchase along with the date of delivery to the end user and arrange shipping associated with the replacement of the unit. Prism Hardscapes will not be responsible for any defects resulting from misuse, user error, installation error, abuse, repair, or alteration. The use of wood or fuels other than those specified for use with this unit by Prism Hardscapes will void the warranty immediately. Under no circumstances will Prism Hardscapes be liable for incidental or consequential damages resulting from defective products. This warranty is Prism Hardscapes' sole warranty; all others, expressed or implied, including warranties of merchantability or fitness for a particular purpose, are disclaimed.

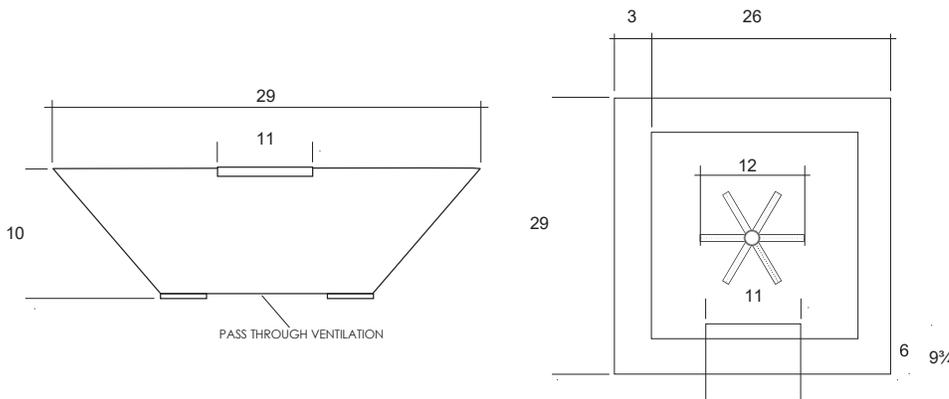
Prism Hardscapes is not responsible for any injury or mishap related to misuse, abuse, or poor judgment in selecting fire display locations.

SECTION 5: DIMENSIONS & DIAGRAMS



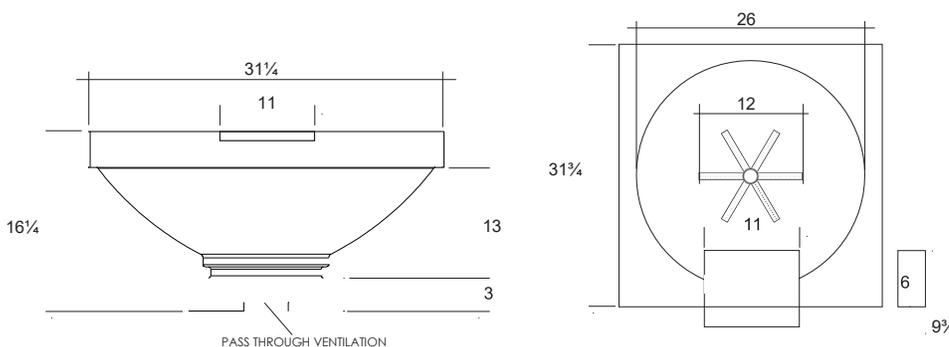
SORRENTO SPECIFICATIONS

Diameter	33"
Height	18"
Water Flow	15 GPM
Connection	3/4" NPT
Burner Size	12" 6-spoke/65,000-85,000 BTUs (ML/E)
Weight	196 lbs.
Fuel Source	Propane Gas or Natural Gas
Ignition	PH-Ignite (Electronic)/Key Valve (match light)
Material	Glass fiber reinforced concrete
Media	Lava rock



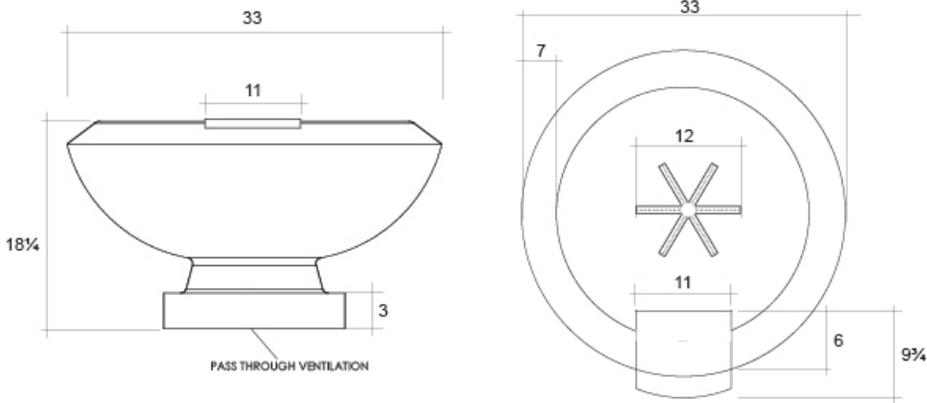
LOMBARD-P SPECIFICATIONS

Length/Width	29"
Height	10"
Water Flow	15 GPM
Connection	3/4" NPT
Burner Size	12" 6-spoke/65,000-85,000 BTUs (ML/E)
Weight	90 lbs.
Fuel Source	Propane Gas or Natural Gas
Ignition	PH-Ignite (Electronic)/Key Valve (match light)
Material	Glass fiber reinforced concrete
Media	Lava rock



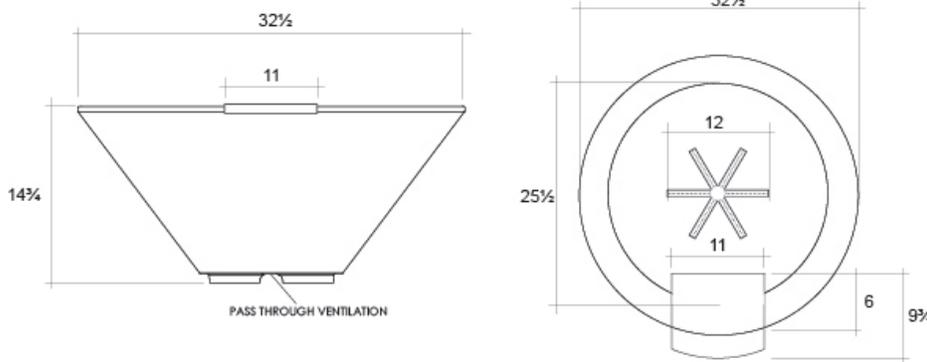
IBIZA SPECIFICATIONS

Length/Width	31 1/4"
Height	16 1/4"
Water Flow	15 GPM
Connection	3/4" NPT
Burner Size	12" 6-spoke/65,000-85,000 BTUs (ML/E)
Weight	176 lbs.
Fuel Source	Propane Gas or Natural Gas
Ignition	PH-Ignite (Electronic)/Key Valve (match light)
Material	Glass fiber reinforced concrete
Media	Lava rock



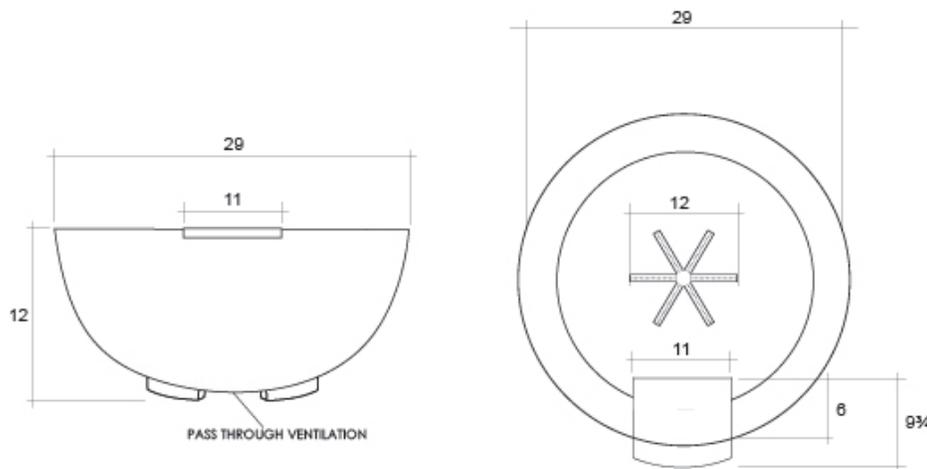
TOSCANO SPECIFICATIONS

Diameter	33"
Height	18 1/4"
Water Flow	15 GPM
Connection	3/4" NPT
Burner Size	12" 6-spoke/65,000-85,000 BTUs (ML/E)
Weight	180 lbs.
Fuel Source	Propane Gas or Natural Gas
Ignition	PH-Ignite (Electronic)/Key Valve (match light)
Material	Glass fiber reinforced concrete
Media	Lava rock



VERONA SPECIFICATIONS

Diameter	32 1/2"
Height	14 3/4"
Water Flow	15 GPM
Connection	3/4" NPT
Burner Size	12" 6-spoke/65,000-85,000 BTUs (ML/E)
Weight	140 lbs.
Fuel Source	Propane Gas or Natural Gas
Ignition	PH-Ignite (Electronic)/Key Valve (match light)
Material	Glass fiber reinforced concrete
Media	Lava rock



MODERNO 2-P SPECIFICATIONS

Diameter	29"
Height	12"
Water Flow	15 GPM
Connection	3/4" NPT
Burner Size	12" 6-spoke/65,000-85,000 BTUs (ML/E)
Weight	110 lbs.
Fuel Source	Propane Gas or Natural Gas
Ignition	PH-Ignite (Electronic)/Key Valve (match light)
Material	Glass fiber reinforced concrete
Media	Lava rock

SECTION 6: OPERATION

Ignition

Refer to the section below according to which ignition system you purchased. An initial burner test should be done prior to filling the pan with media (rocks/glass/etc.)

Manual Light

You will need a fireplace lighter, do not use a match or cigarette lighter as they are much shorter and will light the fuel too close to the burner which may result in serious injury. Ignite your fireplace lighter and hold the tip close to the burner. Insert fire table key and turn it to the ON position to start gas flow to the burner- if you are using a propane tank unit, please note you will need to open the valve on your tank first. If your burner does not light within 5 seconds, turn key to the OFF position and wait 10 seconds before trying again. If the burner still does not light, call your local gas technician to determine if there is a problem. Once burner lights, immediately remove your hand and allow burner to operate for a few minutes before turning it off. Make sure the valve is properly closed every time you leave your fire feature unattended and remove key. For propane units, ensure that valve on tank is completely closed when fire feature is not use.

You are now ready to place the fire media onto the burner pan. Slowly pour media onto pan and spread evenly. Fire media should be sparsely spread out enough to cover pan. Only use the recommended amount of media in your unit (the amount provided), overfilling may result in smaller flame and gas buildup which may cause an explosion. Fresh air must be able to pass through the unit. Do not block or obstruct any vents on lower and upper parts of the fire feature. These are designed to ensure proper combustion and ensure no buildup of residual gases within the unit.

Electronic Ignition

Prism Hardscapes offers a separate installation guide for the Electronic PH-Ignite System. All other electronic system guides must be requested from their corresponding manufacturers.

⚠ CAUTION: Open flames will ignite combustible materials such as clothing, fabric, hair, etc. which may result in serious injury, property damage and/or death. Be cautious of the open flames while burner is lit.

Adjustment

Allow the fire feature and media to cool down before moving or adjusting. This may take from 30 minutes to 1 hour depending on the size of the fire feature. Any shifting of fire media or feature should be done after the entire unit has cooled. Also prior to movement, ensure that all gas valves are completely closed and disconnected.

Refer to Section 1 for instructions on how to safely move your unit.

Caring For Unit

It is recommended to wipe the unit down before every use, and always clean any spills immediately so as not to allow stains to set in. Cleaning can be done with mild soap, water, and a rag. We also recommend resealing the unit after 2 years with a water-based concrete sealer

SECTION 7: TROUBLESHOOTING

Refer to the section below according to which Gas Type you purchased.

BURNER WILL NOT LIGHT

Possible Cause	How to Fix
Air in Gas Line	If newly installed, it may take several attempts to purge air from line.
Debris in Gas Line	Confirm gas line is clear and free of obstruction (insulation, dirt, excess pipe sealer, water etc.). Clearing line of debris may require help from a professional.
Improper Gas Pressure	Liquid Propane Units: Check if tank is low or empty, may need to refill or replace. Natural Gas Units: Have a gas professional confirm gas pressure.

BURNER WILL NOT STAY LIT

Possible Cause	How to Fix
Improper Gas Pressure	Liquid Propane Units: Check if tank is low or empty, may need to be refilled or replaced. Natural Gas Units: Have a gas professional confirm gas pressure.
Improperly Applied Fire Media	Media may be too dense; media will need to be reduced and evenly spread.

NOISE

Note: Only use gas hose supplied by the manufacturer as they have been tested for noise.

Possible Cause	How to Fix
Gas Hose Restrictions	Remove any tight bends or kinks in gas supply hose.
Excessive Gas Flow	Check gas regulator and reset if not within factory recommendations (Refer to the subsection for your gas type in Section 3).

UNIT IS SMOKING

Possible Cause	How to Fix
Poor Fuel Quality	Liquid Propane Units: Inspect propane tank and hose, one or both may need to be refilled or replaced. Natural Gas Units: Contact local gas company.
Excessive Flame Blockage	Separate and spread media (rocks or glass) evenly to allow flames to spread and pass-through media more evenly.
Improper Air/Fuel Mixture	Remove any foreign items or other combustible materials from unit & check for proper orifice sizing.

BURNER FLAME IS TOO HIGH OR TOO LOW

Possible Cause	How to Fix
Incorrect Gas Supply Pressure	Liquid Propane Units: Inspect propane tank and hose, one or both may need to be refilled or replaced. Natural Gas Units: Contact local gas company.
Blocked burner ports or burner orifice	Clear burner ports and orifice of foreign particles or debris and wipe clean.
Improper Orifice Size	Verify burner orifice is the proper size for the fuel being used. Consult with factory by emailing tech-support@prismhardscapes.com .

UNIT PRODUCING UNWANTED ODORS

Possible Cause	How to Fix
Gas Leak	DO NOT OPERATE -Turn off key valve but leave gas source on/open. (The gas should be flowing through the hose up to the igniter valve) Inspect hose(s), check for any leaks at all connections and fittings by using soapy water checking for bubbles. If a leak is found, turn off gas immediately and consult factory about replacing damaged/defective component. If no leak is found: Liquid Propane Units: inspect propane tank for damage or defect, tank may need to be replaced. Natural Gas Units: contact local gas company to inspect.

COLOR FADING

Possible Cause	How to Fix
Exposure	Concrete Units: Purchase cement sealer at your local brick and mortar retailer and apply a coat to concrete areas every year. Wooden Units: Purchase IPE sealer at your local brick and mortar retailer and apply a coat to wood areas every year.