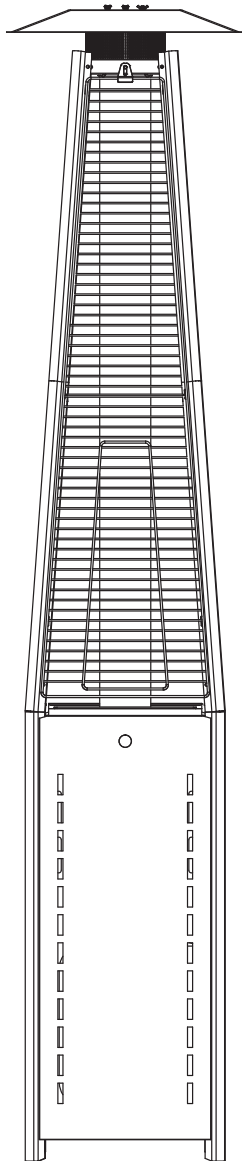


Comfort. Quality & Style since 1998



PYRAMID FLAME HEATER

ITM./ART. 64381

ASSEMBLY / CARE & USE INSTRUCTIONS

IMPORTANT, RETAIN FOR FUTURE REFERENCE: READ CAREFULLY

DANGER

FOR YOUR SAFETY:

If you smell gas:

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

DANGER

DANGER indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

DANGER

Failure to comply with the precautions and instructions provided with this heater can result in death, serious bodily injury, and property loss or damage from hazards of fire, explosion, burn, asphyxiation, and/or carbon monoxide poisoning. Only persons who can understand and follow the instructions should use or service this heater.

WARNING

FOR OUTDOOR USE ONLY.

WARNING

This product can expose you to chemicals including Carbon Monoxide, Lead, Chromium (hexavalent compounds), Di(2-ethylhexyl) phthalate (DEHP) and Diisononyl phthalate (DINP), which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov.

WARNING

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

WARNING

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



ATTACH YOUR RECEIPT

Keep a copy of your proof of purchase/order confirmation. You will need it for warranty claims and replacement part assistance.

PURCHASE DATE: _____

? Questions, problems, missing parts?

Before returning your item, our Florida-based customer service team can help. *Hablamos español.*

Call toll-free

(866) 985-7877

9 a.m. – 9 p.m., EST

Email

cservice@welltraveled.net

Chat support

www.balkenehome.com

9 a.m. – 6 p.m., EST, Mon-Fri



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BEFORE YOU BEGIN

Please read and understand this entire manual before attempting to assemble, operate, or install this appliance. If you have any questions regarding the product, please contact Customer Service:

- Call toll-free** (866) 985-7877 9 a.m. – 9 p.m.
- Email** cservice@welltraveled.net
- Chat support** www.balkenehome.com 9 a.m. – 6 p.m., Mon-Fri

This manual contains important information about the assembly, operation, and maintenance of this appliance. General safety information is presented in the first few pages and throughout this manual. Retain the manual in a safe place for future reference and to educate new users of this appliance. The manual should be read in conjunction with on-product labeling. Safety precautions are essential when any mechanical or gas-fueled equipment is involved. These precautions are necessary when operating, servicing, and storing. Use this appliance with the respect and caution demanded to reduce the possibilities of personal injury or property damage. The symbols shown on page 3 are used extensively throughout this manual. Always heed these precautions, as they are essential when using any mechanical or gas-fueled equipment.

SAFETY INFORMATION



DANGER

Indicates a hazardous situation that, if not avoided, WILL cause death or serious injury.

WARNING

Indicates a hazardous situation that, if not avoided, CAN cause death or serious injury.

CAUTION

Indicates a hazardous situation that, if not avoided, CAN cause minor or moderate injury or damage to property.

DANGER

EXPLOSION-FIRE HAZARD

- Keep solid combustibles, such as building materials, paper, or cardboard, a safe distance away from the heater as recommended by the instructions.
- Provide adequate clearances around air openings into the combustion chamber.
- Never use the heater in spaces which do or may contain volatile or airborne combustibles, or products such as gasoline, solvents, paint thinner, dust particles, or unknown chemicals.
- During operation, this appliance can be a source of ignition. Keep heater area clear and free from combustible materials, gasoline, paint thinner, cleaning solvents and other flammable vapors and liquids. Do not use heater in areas with high dust content.
- This heater is red hot during use and can ignite flammables too close to the burner. Keep gasoline and other flammable liquids, vapors, and materials well away. Minimum heater clearances from combustible materials: 91.5cm or 3 ft/36in from head and 2 ft/24in from base/sides.
- Never store propane near high heat, open flames, pilot lights, direct sunlight, other ignition sources, or where temperatures exceed 49°C or 120°F.
- Propane vapors are heavier than air and can accumulate in low places. If you smell gas, leave the area immediately.
- Never install or remove a propane cylinder while the heater is lighted, or near flame, pilot lights or other ignition sources, or while heater is hot to the touch.
- Store the propane cylinder outdoors in a well-ventilated space out of the reach of children. Never store the propane cylinder in an enclosed area (house, garage, etc.) If the heater is to be stored indoors, disconnect the propane cylinder for outdoor storage.

DANGER:

FOR OUTDOOR USE ONLY

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, or home.



- This heater is a combustion appliance. All combustion appliances produce carbon monoxide (CO) during the combustion process. This product is designed to produce extremely minute, non-hazardous amounts of CO if used and maintained in accordance with all warnings and instructions. Do not block the air flow into or out of the heater. Carbon monoxide (CO) poisoning produces flu-like symptoms, watery eyes, headaches, dizziness, fatigue, and possibly death. You can't see it and you can't smell it. If any of these symptoms are present during operation of this product, get fresh air immediately!
- For outdoor use only.
- Never use inside a house or other unventilated or enclosed area.
- This heater consumes air (oxygen). Do not use in unventilated or enclosed areas to avoid endangering your life.

CAUTION

SERVICE SAFETY

- Keep all connections and fittings clean. Make sure propane cylinder valve outlet is clean.
- During assembly and seasonal set-up, check all connections and fittings for leaks with soapy water. Never use a flame to check for leaks.
- Use as a heating appliance only. Never alter in any way to use with any other device.

WARNING

BURN HAZARD

- Never leave heater unattended when hot or in use.
- Keep out of reach of children.

WARNING

- This product is fueled by liquid propane gas (LPG). LPG is invisible, odorless, and flammable. An odorant is normally added to help detect leaks and can be described as having a "rotten egg" smell. The odorant can fade over time, so leaking gas is not always detectable by smell alone.
- Propane gas is heavier than air and leaking propane will sink to the lowest level possible. It can ignite by ignition sources including matches, lighters, sparks, or open flames of any kind many feet away from the original leak. Use only propane gas set up for vapor withdrawal.
- Store propane gas in compliance with local ordinances and codes or with ANSI/NFPA 58.
- Turn off propane at source when not in use.
- Alert children and adults to the hazards of high surface temperatures. Stay away from these surfaces to avoid burning skin or igniting clothing. Carefully supervise young children when in the vicinity of the heater.
- Do not hang clothing or any other flammable materials from the heater, or place near the heater.
- Replace any guard or protective devices removed for servicing the appliance prior to placing back in service.
- Installation and repair should be done by a qualified service person. The heater should be inspected before each use and at least annually by a qualified service person. More frequent cleaning and maintenance may be required as necessary. It is imperative that the control compartment, burners, and circulating air passageways of the appliance be kept clean.

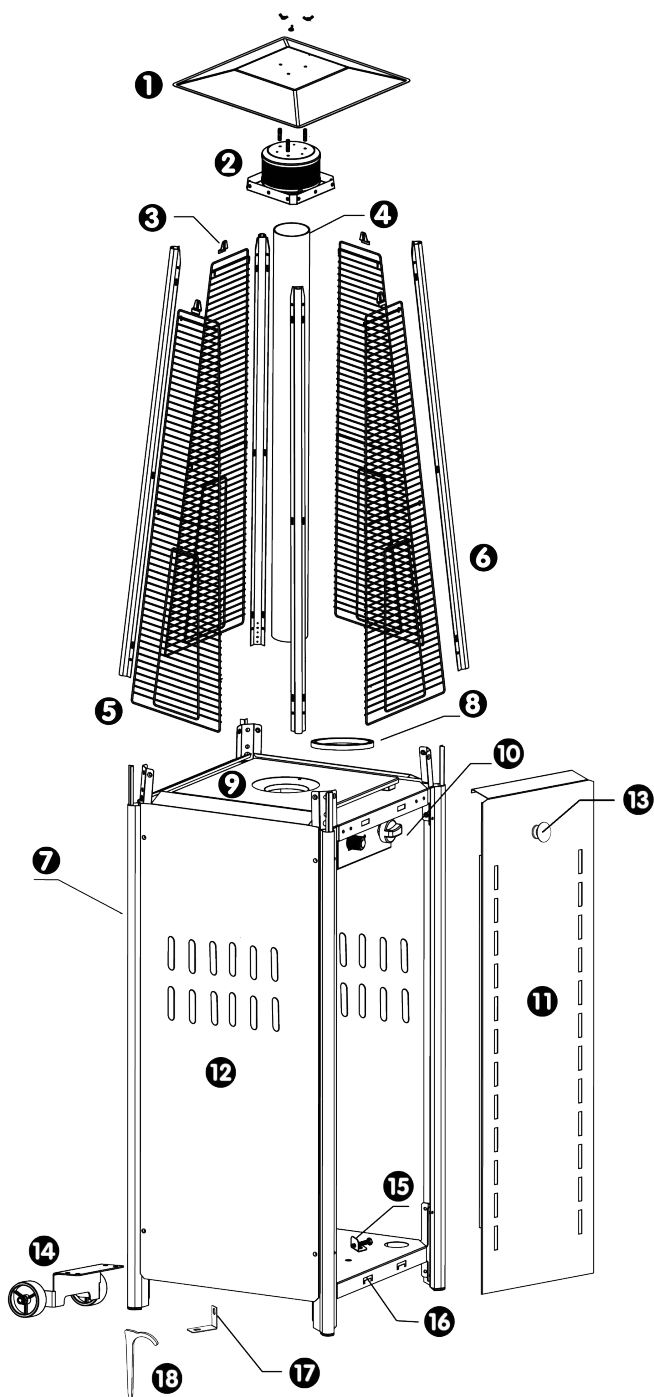
CAUTION

Certain materials or items, when stored under the heater, will be subject to radiant heat and could be seriously damaged.

CAUTION

Unsecured heaters can be blown over in moderate to high wind. Damage due to weather or acts of God is not covered under warranty. In preparation for windy conditions, store the heater in a protected area or otherwise secure it.

PACKAGE CONTENTS



PART	DESCRIPTION	QTY
1	Reflector	1
2	Emitter Screen	1
3	Guard Bracket	4
4	Glass Flame Tube	1
5	Protection Guard	4
6	Upper Support	4
7	Lower Support	4
8	Rubber Ring	1
9	Middle Plate	1
10	Control Box	1
11	Door Panel	1
12	Base Panel	3
	<i>2 vented side panels, 1 back panel without vents</i>	
13	Knob w/ Chain	1
14	Wheel Assembly	1
15	Tank Bracket	3
16	Base Plate	1
17	Anchoring Arm	4
18	Anchoring Pin	4



HARDWARE CONTENTS



A

Bolt M6x12
Qty: 4

*Pre-assembled
with wheels*



B

Nut
Qty: 4

*Pre-assembled
with wheels*



C

Bolt
Qty: 3
*Pre-assembled
with tank bracket*



D

Nut M8
Qty: 3
*Pre-assembled
with tank bracket*



ASSEMBLY TIP

If protective blue film does not easily peel off, gently warm it with a hair dryer (not included) or by leaving it in the sun before attempting to remove. Do NOT use a heat gun, open flame, or other source of intense or direct heat. Use care to avoid burns and do not touch very hot surfaces.



E

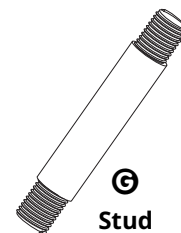
Screw M5x10
Qty: 64

*Pre-assembled in
respective eyelets*



F

Wing Nut
Qty: 3



G

Stud
Qty: 3



H

Washer
Qty: 6



PREPARATION

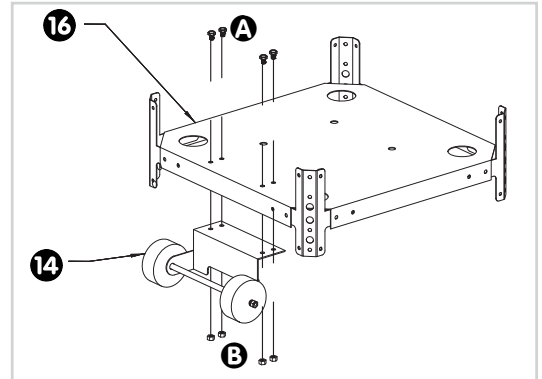
Before beginning assembly of this appliance, make sure all parts and hardware are present. Compare contents with the list on page 4. If any part is missing or damaged, do not attempt to assemble the product. Contact customer service for replacement parts.

Estimated assembly time: 60 minutes

Tools required for assembly (not included):

- Phillips screwdriver w/ medium blade
- Adjustable crescent wrench
- AA Battery (for ignition)

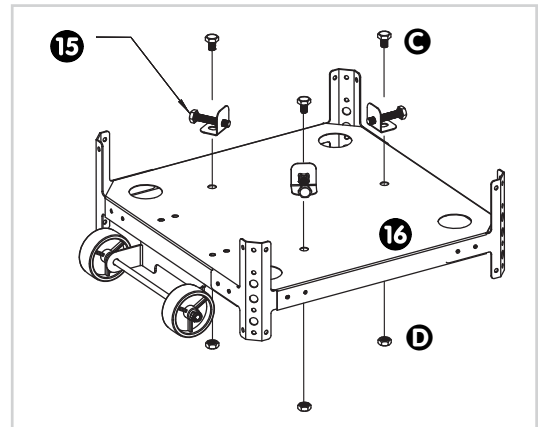
1 Attach the **Wheel Assembly 14** to the **Bottom Plate 16** as shown using the **Bolts A** and **Nuts B** pre-installed in the **Wheel Assembly**.



Hardware: **A Bolt M6x12 x4**
B Nut M6 x4



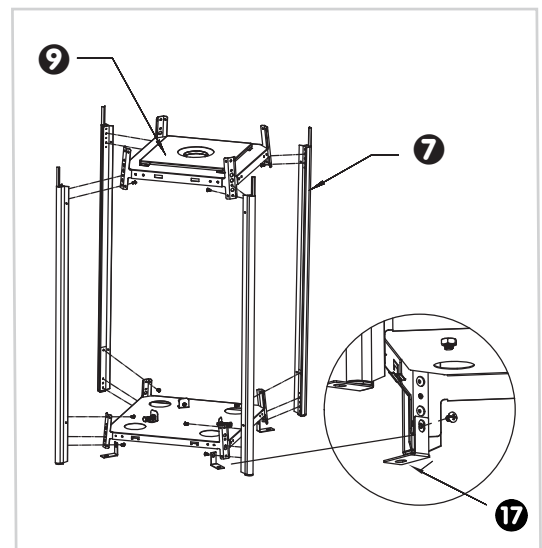
2 Locate the **Tank Brackets 15** and attach them to the **Base Plate 16** using the **Bolts C** provided with the **Tank Brackets**. Secure each **Bolt** beneath the **Base Plate** using the provided **Nut D**.



Hardware: **C Bolt M8 x3**
D Nut M8 x3



3 Assemble the base frame: Remove the **Screws E** pre-installed in their respective eyelets. Align the eyelets at the bottom of one of the **Lower Supports 7** and in an **Anchoring Arm 8** with the eyelets at the corners of the **Base Plate** and **Middle Plate** using the removed **Screws**.



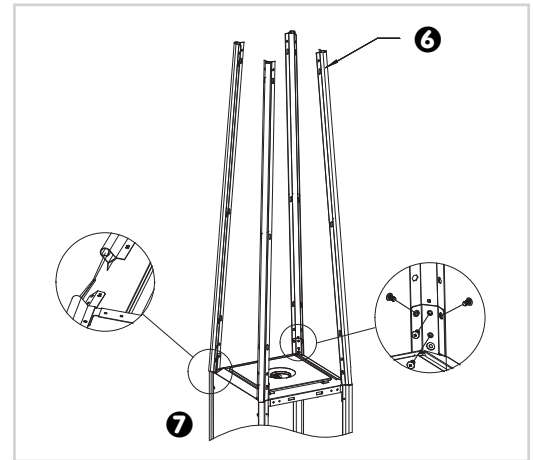
Hardware: **E Screw M5 x20**
8 Anchoring Arm x4



4 Remove the **Screws ③** pre-installed in their respective eyelets and use to connect **Upper Supports ④** to the **Lower Supports ⑦**.



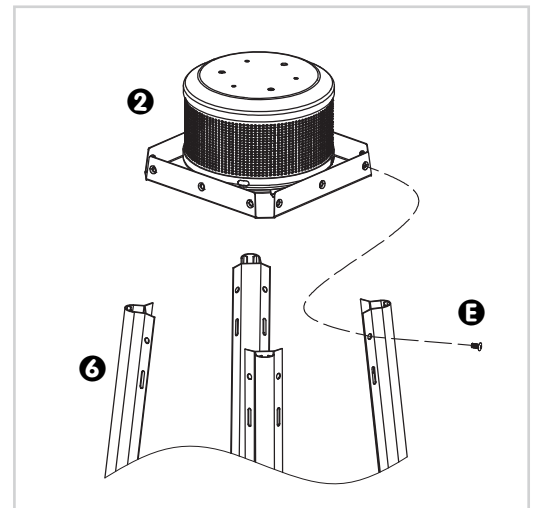
Hardware: ③ **Screw M5 x8**



5 Remove the 8 pre-installed **Screws ③** and attach the **Emitter Screen ②** between the **Upper Supports ④**.



Hardware: ③ **Screw M5 x8**



6 Peel the blue protective film off of the **Reflector ①**. Screw the **Studs ⑧** into the holes in the top of the **Emitter Screen ②**. Place a **Washer ⑨** on each **Stud**, then lower the **Reflector ①** onto the Studs. Place another **Washer** on each **Stud**, then twist a **Wing Nut ⑥** onto each **Stud** to secure the **Reflector**.



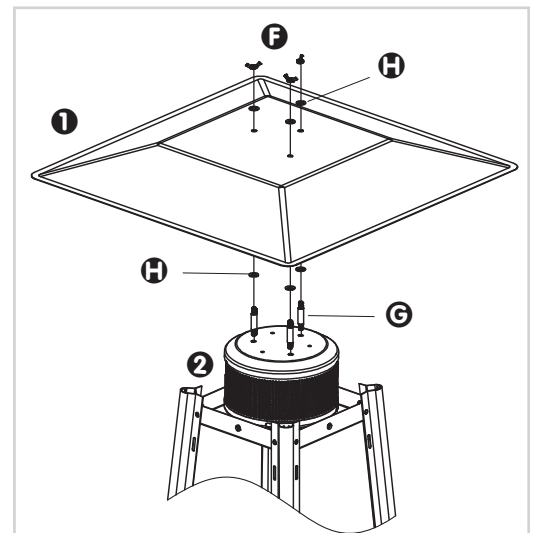
Hardware: ⑥ **Wing Nut** x3



⑧ **Stud** x3



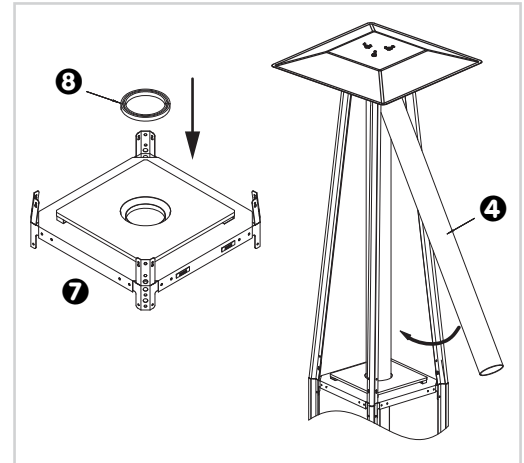
⑨ **Washer** x6



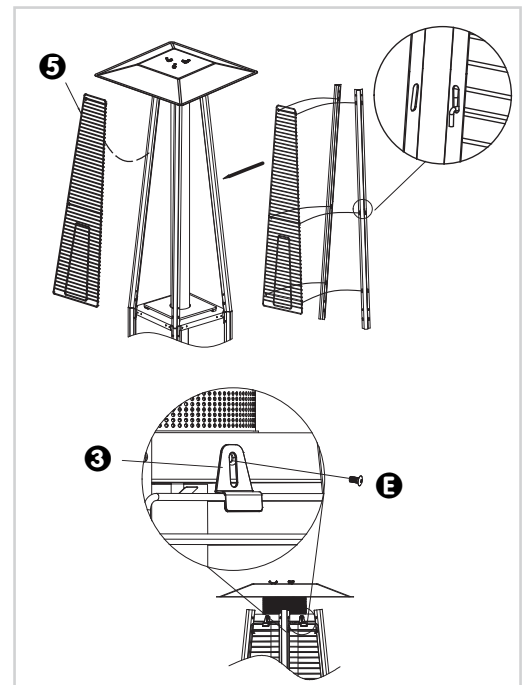
ASSEMBLY



7 Carefully install the **Glass Flame Tube 4**: fit the **Rubber Ring 8** onto the lower rim of the **Glass Flame Tube**. Place the tube by guiding the top end through the hole in the bottom of the **Emitter Screen**. Do not force the tube. Slide the bottom end into place and settle it into the hole in the center of the **Middle Plate 7**.



8 To attach the **Protection Guards 5** to the frame, insert the hooks at the edges of the guards into the holes on the **Upper Supports 3**. Screw a **Guard Bracket 6** into place at the top of each **Guard** to secure.

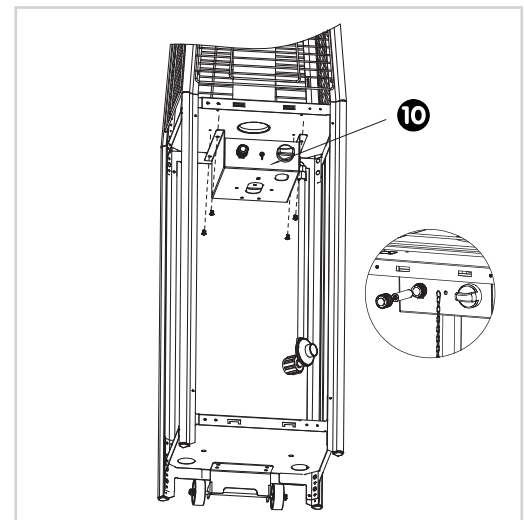


Hardware: **9** Screw M5 x4

9 Attach the **Control Box 10** to the bottom of the **Middle Plate 7** using the pre-installed **Screws 9**.



Hardware: **9** Screw M5 x4

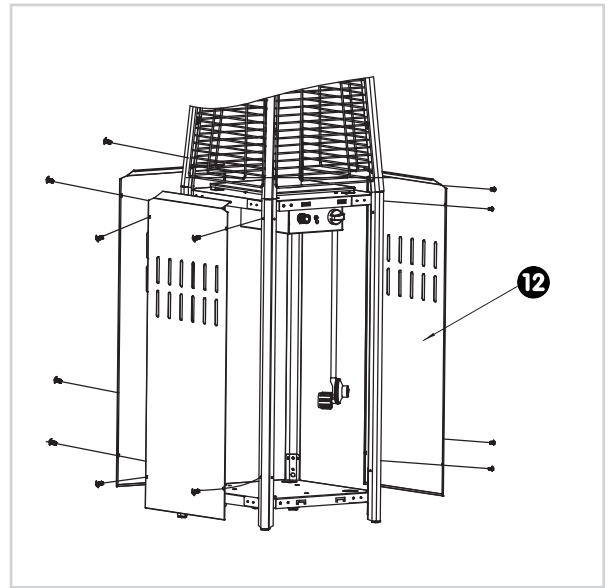


10 Attach the **Base Panels** 12 using the pre-installed **Screws** 9.

Note: SIDE panels have vent holes while BACK panel has no vents. Leave the front (where controls face) open.



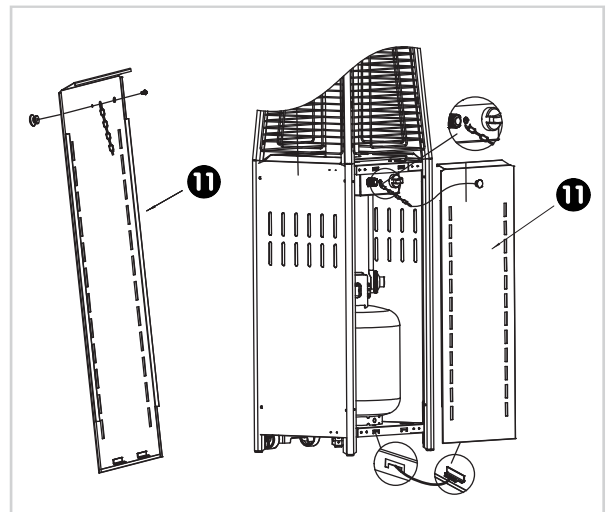
Hardware: 9 **Screw M5 x12**



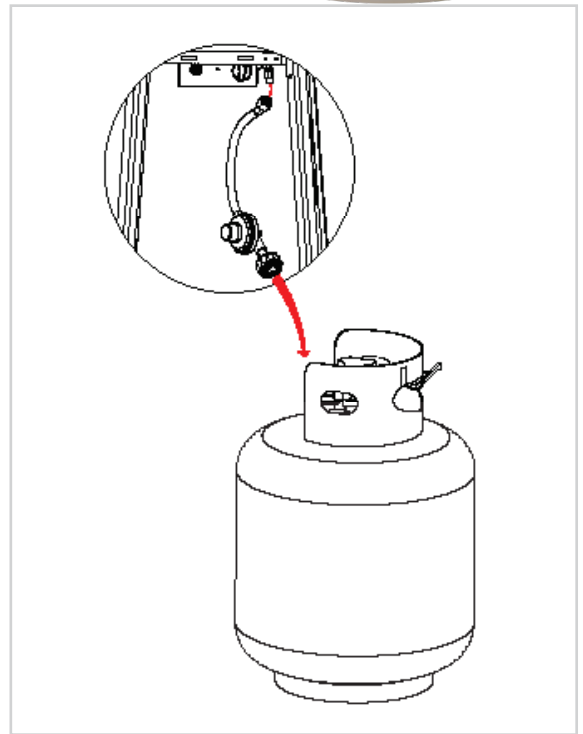
11 Attach the **Knob w/ Chain** 13 to the **Door Panel** 11 using the bolt pre-installed in the **Knob**.

Install the **Door Panel** by inserting the tabs at the bottom into the slits on the front of the **Bottom Plate** 16. Hook the **Chain** to the front of the **Control Box** 10, then close the **Door Panel**. The door secures with magnets.

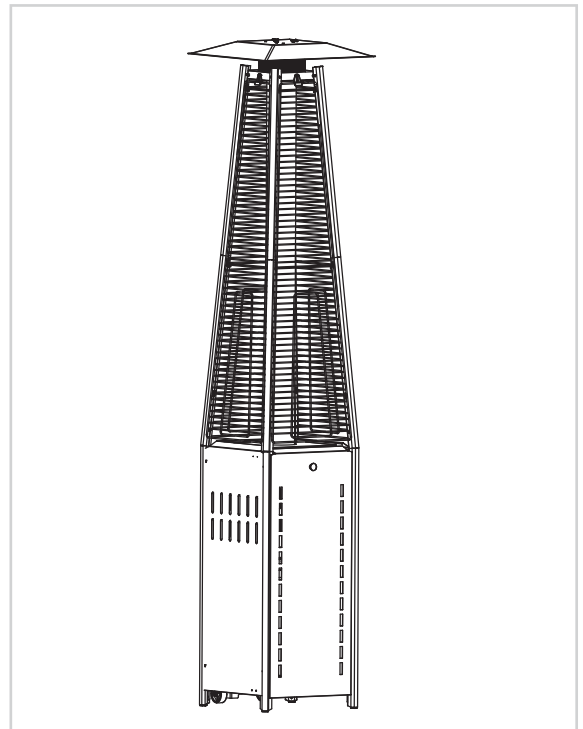
Note: The chain is used to support the door while accessing the controls.



12 To install or swap an LPG cylinder (not included) remove the **Door Panel** and set aside. Place the cylinder on the **Base Plate**. To prevent shifting, secure the cylinder by tightening the horizontal **Bolts 9**. Connect the gas hose regulator to the LPG cylinder. Being careful to avoid cross-threading, securely tighten the regulator.



13 Assembly is complete!
If you plan to operate the heater on a softer surface such as pea gravel, compacted earth, or a lawn, insert the **Anchoring Pins 18** through the **Anchoring Arms 17** installed in Step 2. Push them firmly into the ground, using a mallet if necessary.



Hardware: **18 Anchoring Pin** x4

OPERATING INSTRUCTIONS



CAUTION

Before attempting to operate this appliance:

- Read and understand all safety information in this manual
- Complete heater assembly
- Perform leak tests

WARNING

- Perform all leak tests outdoors.
- Extinguish all open flames before leak-testing.
- NEVER leak test while smoking.
- Do not use heater until all connections have been leak tested and show no signs of leakage.
- Perform a leak check after any cylinder change or connection adjustment.

LEAK TEST

1. Make 2-3 oz. of leak-test solution (1:3 parts dish soap to water)
2. Apply several drops of solution where hose attaches to regulator.
3. Apply several drops of solution where regulator connects to cylinder.
4. Turn gas flow control valve(s) on patio heater OFF.
5. Turn cylinder valve ON.

IF BUBBLES APPEAR AT ANY CONNECTION, THERE IS A LEAK.

1. Turn cylinder valve OFF.
2. If leak is detected at hose/regulator connection: tighten connection and perform another leak test. If bubbles continue to appear, contact Customer Service.
3. If leak is detected at regulator/cylinder valve connection: disconnect, reconnect, and perform another leak test. If bubbles continue to appear after several attempts, cylinder valve may be defective. Contact Customer Service.

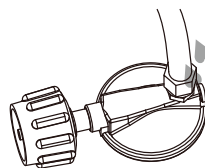
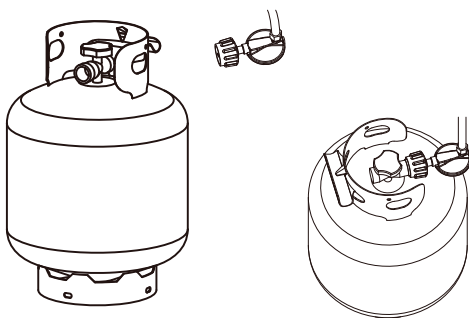
WHEN NO BUBBLES APPEAR AT ANY CONNECTION, THE CONNECTIONS ARE SECURE.

NOTE: At any cylinder swap or when gas connections are adjusted or removed and replaced, you **must** perform a complete leak check.

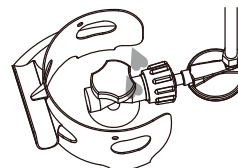
WARNING FOR OUTDOOR USE ONLY **CARBON MONOXIDE** HAZARD



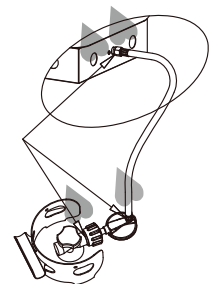
This appliance can produce carbon monoxide, which has no odor. Using it in an enclosed space can kill you. Never use this appliance in an enclosed space such as a camper, tent, or home.



Hose-Regulator
Connection



Regulator-Cylinder
Connection





A minimum supply pressure of 14 in. W.C./0.5 PSI is required for the purpose of input adjustment of propane gas.

The minimum gas supply pressure of 11 in. W.C./0.4 PSI is required for the purpose of hose adjustment.

The minimum input rating for a heater for automatic operation rating less than full input rating is 1500 BTU.

Storage of a propane appliance indoors is permissible only if the cylinder is disconnected and removed from the appliance for outdoor storage. A gas cylinder must be stored outdoors in a well-ventilated area out of the reach of children. A disconnected cylinder must have dust caps tightly installed and must not be stored inside a building, garage, vehicle, or any other enclosed area.

The pressure regulator and hose assembly supplied with the appliance must be used.

The installation must conform with local codes, or in the absence of local codes, with national fuel gas code, ANSI Z223.1/NFPA54, natural gas and propane installation code, CSA B149.1, or propane storage and handling code, B149.2.

A dented, rusted, or damaged propane cylinder may be hazardous and should be checked by your local cylinder supplier. Never use a propane cylinder with a damaged valve connection. The propane cylinder must be constructed and marked in accordance with the specifications for LP gas cylinders of the US Department of Transportation (DOT) or the standard for cylinders, spheres, and tubes for transportation of dangerous goods, CAN/CSA-B339.

- The cylinder must have a listed overfilling prevention device.
- The cylinder must have a connection device compatible with the included connection for the appliance.
- The cylinder used must include a collar to protect the cylinder valve.
- Never connect an unregulated propane cylinder to the heater.
- Do not store a spare LP-gas cylinder under or near this appliance.
- Never fill the cylinder beyond 80% full.
- Place the dust cap on the cylinder valve outlet whenever the cylinder is not in use. Only install the type of dust cap on the cylinder valve that is provided with the cylinder valve. Other types of caps or plugs may result in propane leakage.

BEFORE TURNING GAS SUPPLY ON:

1. This heater was designed and approved for **OUTDOOR USE ONLY**. Do NOT use it inside a building, garage, or any other enclosed area.
2. Ensure surrounding areas are free of combustible materials, gasoline, and other flammable vapors or liquids.
3. Ensure that there is no obstruction to air ventilation. Confirm that all gas connections are tight and leak-free.
4. Confirm that the cylinder cover is clear of debris. Be sure any component removed during assembly or servicing is re-installed prior to use.

BEFORE LIGHTING:

1. Thoroughly inspect the heater before each use.
2. Inspect the hose assembly for evidence of excessive abrasion, cuts, or wear. Damaged areas should be leak-tested. If the hose leaks, replace it prior to operation. Use only the replacement hose assembly specified by the manufacturer.
3. The heater should be professionally inspected by a qualified service person at least annually.
4. If re-lighting a hot heater, always wait at least 5 minutes.

LIGHTING

NOTE: Install one AA battery behind the igniter button to operate the electronic ignition. The anode (+) end of the battery should face out.

NOTE: For the initial start, or after any cylinder change, depress the control knob for up to 2 minutes to purge air from all gas lines before proceeding.

1. Turn the control knob to the **OFF** position (Fig. A).
2. Fully open the LPG tank valve.
3. Depress and turn the control knob counterclockwise to **PILOT** (⚡) position (Fig. B). While holding in the knob, press the igniter button.
4. Check for the pilot flame through the glass tube. If the pilot does not light, press and turn the control knob clockwise to the **OFF** position. Repeat steps 1–2.
5. Once the pilot flame is lit, turn the control knob counterclockwise to **LO** position (Fig. C).
6. For maximum heat/flame, turn the control knob further to the **HI** position (Fig. D).
7. To turn the heater off, turn the control knob clockwise to **PILOT** (⚡). Then depress the control knob and turn clockwise to **OFF**. Close the valve on the LPG cylinder when the heater is not in use.

If you experience ignition problems, consult the "Troubleshooting" section of this manual.

CAUTION:

Avoid inhaling fumes emitted from the heater's first use. Both smoke and odor from the burning of oils used in manufacturing will appear. Both smoke and odor will dissipate after approximately 30 minutes. The heater should NOT produce thick black smoke.

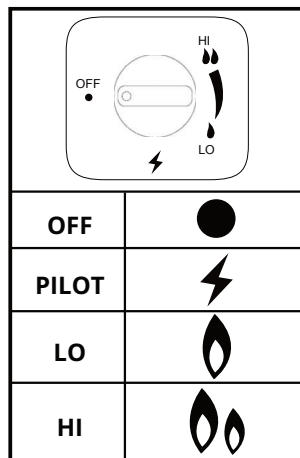


Fig. A

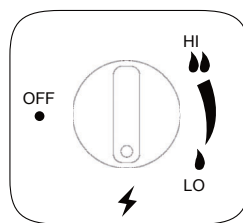


Fig. B

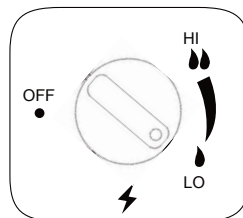


Fig. C

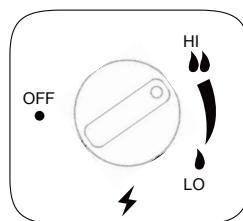


Fig. D

WARNING

FOR YOUR SAFETY

Be careful when attempting to manually light this heater. Holding in the control knob for more than 10 seconds before ignition of gas will cause a ball of flame upon ignition.

WHEN HEATER IS ON:

Emitter screen will become bright red due to intense heat. The color is more visible at night. Burner will display tongues of blue and yellow flames. These flames should *not* produce thick black smoke, which would indicate an obstruction of airflow through the burners. The flame should be blue with yellow tops. If excessive flame is detected, turn off the heater and consult the "Troubleshooting" section of this manual.

RE-LIGHTING:

NOTE: For your safety, the control knob cannot be turned **OFF** without first depressing the control knob and then rotating to **OFF**.

1. Turn control knob to **OFF**.
2. Wait at least 5 minutes for gas to dissipate before re-lighting.
3. Repeat the "Lighting" steps listed on this page.



PRE-OPERATION CHECKLIST:

For a safe and pleasant heating experience, perform this check before each use:

BEFORE OPERATING:

- I am familiar with the entire owner's manual and understand all precautions noted.
- All components are properly assembled, intact, and operable.
- No alterations have been made.
- All gas connections are secure and do not leak.
- Wind velocity is below 10 mph.
- Heater is outdoors, outside of any enclosure.
- There is adequate fresh air ventilation.
- Heater is away from gasoline or other flammable liquids or vapors.
- Heater is away from window, air intake openings, sprinklers, and other water sources.
- Combustible materials are at least 3 ft/36 in away from the heater's head and 2 ft/24 in away from all sides.
- Heater is on a firm and level surface.
- There are no signs of spider/insect nests in heater orifices.
- All burner passages are clear.
- All air circulation passages are clear.
- Clothing and protective covers are not hung from or placed on or near the heater.
- Any guard or other protective device removed for servicing the heater have been replaced.
- Installation and repair have been completed by a qualified serviceperson.
- The heater has been fully visually inspected prior to use.
- The heater has been inspected by a qualified serviceperson within the past 12 months.

OPERATION INFORMATION AND SAFETY:

- The heater will operate at reduced efficiency below 40°F.
- Alert children and adults to the hazards of high surface temperatures and to stay away to avoid burns or clothing ignition.
- Carefully supervise young children when they are in the area of the heater.
- More frequent cleaning may be required as necessary. It is imperative that the control compartment, burner, and circulating air passageways of the heater be kept clean and free of debris and/or spider/insect nests.

WARNING

FOR YOUR SAFETY

Heater head will be extremely hot after use. Handle with extreme caution.

SHUT DOWN:

1. Depress and turn control knob clockwise to **OFF**. (Burner may make a slight popping noise when extinguished.)
2. Turn cylinder valve clockwise to OFF and disconnect regulator when heater is not in use.

NOTE: After use, some discoloration of the emitter screen is normal.

AFTER OPERATION CHECKLIST:

1. Gas control knob is in OFF position.
2. Gas tank valve is OFF.
3. Disconnect gas line.
4. Store heater upright in a secure location where it cannot be blown over or knocked down. Due to the vertical design and narrow base of patio heaters, they are susceptible to instability in moderate wind. Damage due to wind/weather is not covered under warranty.



To enjoy years of outstanding performance from your heater, make sure to perform the following maintenance activities on a COLD HEATER regularly:

KEEP EXTERIOR SURFACES CLEAN.

1. Use soapy water for cleaning. Never use flammable or corrosive cleaning agents.
2. While cleaning your unit, be sure to keep the area around the burner and control compartment dry at all times. Do not submerge the control valve assembly. If the gas control is submerged in water, do NOT use it. It must be replaced.
3. Airflow must be unobstructed. Keep controls, burner, and circulating air passageways clean. Signs of possible blockage include:
 - a. Gas odor with extreme yellow/red tipping of flame
 - b. Heater will not reach typical temperature
 - c. Heater flame is excessively uneven
 - d. Heater makes popping noise
4. Spiders/insects can nest in the burner or orifices. This dangerous condition can damage the heater and render it unsafe for use. Clean burner holes using a heavy-duty pipe cleaner. Compressed air may help clear away smaller particles.
5. Carbon deposits may create a fire hazard. Clean the reflector and burner with warm soapy water if any carbon deposits develop.



NOTE: In a salt-air environment (such as near a marsh/ocean), corrosion occurs more quickly than normal. Frequently check for corroded areas and repair them promptly.



TIP FOR STAINLESS STEEL MODELS

Use a high-quality automobile wax to help maintain the appearance of your heater. Apply to exterior surfaces below the head of the heater. Do NOT apply to emitter screen, reflector, burner, or non-metal surfaces.

WARNING

FOR YOUR SAFETY

- Do NOT touch or move the heater for at least 45 minutes after use.
- Reflector is hot to the touch immediately after ignition.
- Allow reflector to cool before touching.

STORAGE:

Between uses:

- Turn control knob OFF.
- Disconnect LPG source.
- Never leave LPG tank exposed to direct sunlight or excessive heat.
- Store heater upright in an area sheltered from exposure to inclement conditions (e.g. wind, rain, sleet, hail, snow, dust, debris.)
- A protective cover is recommended to protect exterior surfaces and help prevent buildup in air passages. **NOTE:** allow heater to cool completely before covering.

SERVICE:

Only a qualified serviceperson should repair gas passages and associated components.

CAUTION

Always allow heater to cool completely before attempting maintenance or service.



PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Burner will not light	Gas valve is off	Turn gas valve on
	Fuel tank is low/empty	Refill LPG tank
	Orifice is blocked	Clean orifice
	Air in supply system or recently swapped cylinder	Purge air from lines: open gas lines and depress control knob for up to 2 minutes
	Loose connection	Check/tighten all fittings
	Igniter doesn't spark	Change igniter battery Check igniter cable connection on back of igniter
	Low gas pressure with full tank	Replace cylinder or regulator
	Cylinder valve on but no gas flow	Replace hose/regulator assembly
Low burner flame	Pressure is low	Replace LPG tank
	Fuel is low	Refill LPG tank
	Gas hose is kinked	Straighten or replace gas hose
Problem with burner unit	Carbon deposit on reflector/emitter screen	Clean components as needed
	Blockage in burner assembly causes thick black smoke	Thoroughly clean burner



Questions, problems, missing parts?

Before returning to your retailer, our Florida-based customer service team is available:

Call toll-free	(866) 985-7877	9 a.m. – 9 p.m., EST
Email	cservice@welltraveled.net	
Chat support	www.balkenehome.com	9 a.m. – 6 p.m., EST, Mon-Fri



by

BALKENE
— HOME —



LIMITED WARRANTY

Customers in the Contiguous US

With proof of purchase from an authorized retailer, this product is warranted for a period of 1 year from original purchase date against defects in materials and workmanship under normal use. This warranty does NOT cover normal wear/weathering, exposure to water, freezing temperatures, oils, fluids, or chemicals OR use in a commercial context if the unit is not designated as a commercial model. At Well Traveled Living's sole discretion, products under warranty will be repaired and/or replaced at no charge to the customer. Returns sent back to Well Traveled Living must be sent via prepaid freight in the original retail packaging.

For warranty service, contact Balkene Home/Well Traveled Living at the address, phone numbers or website and email listed in this owner's manual. Be sure to have your sales receipt, date of purchase and catalogue/model numbers available when calling. All warranty service will be coordinated by Well Traveled Living's Amelia Island, Florida service center. This warranty is extended only to the original owner. Proof of purchase will be required before warranty service is rendered. The sales receipt is the only valid proof of purchase. This warranty only covers failures due to defects in materials or workmanship which occur during normal use. Failures and/or damage which result from accident, negligence, misuse, abuse, neglect, mishandling, alteration or modification, failure to maintain, improper assembly or maintenance, service by unauthorized agency or use of unauthorized components or damage that is attributable to acts of God are NOT covered.

This limited warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sales of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.

- THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED.
- PURCHASER ASSUMES ALL RISKS IN THE ASSEMBLY AND OPERATION OF THIS UNIT.
- FAILURE TO FOLLOW WARNINGS AND OPERATIONAL INSTRUCTIONS CONTAINED IN THIS MANUAL CAN RESULT IN SEVERE PROPERTY DAMAGE AND/OR PERSONAL INJURY.
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- SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

EXTEND YOUR WARRANTY

When you purchase a Fire Sense or Balkene Home product from any authorized retailer, you'll have peace of mind in knowing that it comes with a one-year warranty. Extend your warranty for *an additional year* when you review your item at balkenehome.com within 365 days of purchase.



Important Notice

Before returning to place of purchase—for customer service and warranty issues:

Call toll-free	(866) 985-7877	9 a.m. – 9 p.m., EST
Email	cservice@welltraveled.net	
Live chat	balkenehome.com	9 a.m. – 6 p.m., EST, Mon – Fri

Distributed by:
Well Traveled Living
716 S 8th Street, Amelia Island, FL 32034
balkenehome.com
cservice@welltraveled.net
(866) 985-7877