



CF-20AU



User Manual for: CF-20AU-N, CF-20AU-LP

CAUTION



DO NOT DISCARD THIS MANUAL

- Important operating and maintenance instructions included.
- Read, understand, and follow these instructions for safe installation and operation.



IAPMO-R&T



WARNING



If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury, or loss of life.

- DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.
- DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE
- **What to do if you smell gas:**
 - Do not try to light any appliance
 - Do not touch any electrical switch. Do not use any phone in your building.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's Instructions.
 - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by authorized personnel .



WARNING



HOT! DO NOT TOUCH.

SEVERE BURNS MAY RESULT.

CLOTHING IGNITION MAY RESULT.

Glass and other surfaces are hot during operation and cool-down.

- Keep children away.
- CAREFULLY SUPERVISE children near this appliance.
- Alert children and adults to hazards of high temperatures.
- DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.
- PRIMARILY A DECORATIVE APPLIANCE- NOT CERTIFIED AS A SPACE HEATER



WARNING



For outdoor use only



WARNING



It is imperative the burner be kept clean. Keep covered when not in use. Do not operate in rainy conditions. Optional glass burner cover available for purchase



WARNING



Improper installation, adjustment, alteration, service, or maintenance can cause injury or property damage. **DO NOT MODIFY THIS APPLIANCE.** Read the installation and maintenance instructions thoroughly before installing or servicing this equipment.

The guard fitted to this appliance is to reduce the risk of fire or injury from burns and no part of it should be removed.

Read this manual before installing or operating this appliance.
Please retain this owner's manual for future reference.
Congratulations

Congratulations on selecting an Outdoor GreatRoom Company decorative gas appliance. The fire pit burner you have selected is designed to provide the utmost in safety, reliability, and efficiency.

As the owner of an Outdoor GreatRoom Company fire pit, you'll want to read and carefully follow all of the instructions contained in this owner's manual. Pay special attention to all cautions and warnings.

This owner's manual should be retained for future reference. We suggest you keep it with other important documents and product manuals.

This information contained in this owner's manual applies to the CF-20AU only.

Your new fire pit will give you years of durable use and trouble-free enjoyment.

WARNING: All gas supplies must be hard-piped to the fire pit. In situations where liquid propane is used, the fuel storage location must be further than 1 meter from the fire pit.
Never store fuel inside fire pit.

Listing Label Information/Location

The model information regarding your specific appliance can be found on the rating plate attached to your burner via a metal chain. See the **sample** rating plate below for locations of specifications.


CF-20AU Outdoor Gas Fire Pit Burner		Certification #:		
Gas Type:	LPG:	NAT. GAS:	Manufacturer	
			The Outdoor GreatRoom Company LLC 2015 2015 Silver Bell Rd Eagan MN USA 55122	
Gas input	63.0 MJ/h	63.0 MJ/h		
Injector size	2.4mm	5.2mm		
Inlet Pressure	2.75kPa	1.13kPa	To be installed by an authorized person in accordance to appliance installation instructions.	
Test point pressure	2.25 kPa	.5 kPa		
IAPMO- R&T OCEANA Approval No: code AS4558 & AS4565				
Notes: Automatic controls/ battery powered fire pit to be installed and used outdoors only in a well-ventilated area.				
Serial #			Date of MFR:	

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What's included...	
CF-20AU-N	CF-20AU-LP
<ul style="list-style-type: none"> • Round burner assembly • Natural Gas Regulator • 5.2mm Injector (NG) • 3 bags of decorative fire glass • Flexible metal gas line • Owner's Manual • Glass Guard Kit* 	<ul style="list-style-type: none"> • Round burner assembly • 2.4mm Injector(Home LP) • 3 bags of decorative fire glass • Flexible metal gas line • Owner's manual • Glass Guard Kit*

*The glass guard fitted for this appliance is to reduce the risk of fire or injury from burns and no part of it should be removed.

1

Listing and Code

A. Appliance Certification

MODEL: Crystal Fire – CF-20AU-N, CF-20AU-LP

TYPE: Decorative Gas-Fired Outdoor Fireplace Burner

STANDARD: AS4558 & AS4565

Crystal fire burner has been tested in accordance with IAS requirements for Outdoor Gas Fireplaces, AS4558 & AS4565 and operation as described in these installation and operating instructions.

The installation must conform to AS/NZ5601.1 and local codes.

B. Specifications

Model	Injector Size	
	LP	NG
CF-20AU-N/LP	2.4mm	5.2mm
Max input MJ	63 MJ	63 MJ

2

Getting Started

This appliance is a Decorative Gas Appliance for **OUTDOOR USE ONLY** and **MUST NOT** be used for cooking.

Build or position the CF-20AU burner system on a flat and stable surface in an outdoor location such as a patio or deck. This location must be adjacent to the gas supply line or LP gas supply. **DO NOT** locate the appliance where it will get excessively wet or submerged in water.

A. Design and Installation Considerations




When planning an appliance installation, it's necessary to determine the following information before installing:



- Where will the appliance be installed? **See section 3**
- Gas supply piping. **See section 5**
- Framing and finishing details. **See section 3**



B. Tools and Supplies Required

Before beginning the installation, be sure that the following tools and supplies are at hand.



- Gloves
- Safety Glasses
- Phillips screwdriver
- Non-corrosive leak-check solution
- Wrenches

	WARNING	
	<p>The Outdoor GreatRoom Company disclaims any responsibility for, and the warranty will be voided by, the following actions:</p> <ul style="list-style-type: none"> • Installation and use of any damaged components. • Modification of the burner assembly • Installation other than as instructed by the Outdoor GreatRoom Company. <p>Any such action may cause a fire hazard</p>	



	WARNING	
<p>Asphyxiation Risk</p> <ul style="list-style-type: none"> • This gas appliance is for outdoor use in a well-ventilated space. • This unit must not be installed inside an enclosed structure or unvented appliance 		

	WARNING	
<p>Do NOT use this appliance if any part of it has been underwater. Have an authorized service technician inspect the appliance and replace any part of the control system and any gas control which has been underwater.</p>		

CAUTION		
<p>Sharp Edges</p> <p>Wear protective gloves and safety glasses during installation.</p>		

	WARNING	
<p>Do not burn solid fuels in this gas appliance</p>		

C. Inspect the Appliance and Components

	WARNING	
<p>Inspect appliance and components for damage. Damaged parts may impair safe operation.</p> <ul style="list-style-type: none"> • Do NOT install damaged, incomplete, or substitute components <p>Report damaged parts to your dealer.</p>		

- Carefully remove all burner components from packaging.
- Read all instructions before beginning installation. Follow these instructions carefully during installation to ensure maximum safety and benefit.

3

Framing and Clearances

Note:




- Illustrations reflect typical installations and are **FOR DESIGN PURPOSES ONLY.**
- Illustrations/diagrams are not drawn to scale.
- Actual installation may vary due to individual design preference.
- **THIS APPLIANCE SHALL NOT BE INSTALLED OR USED INDOORS**

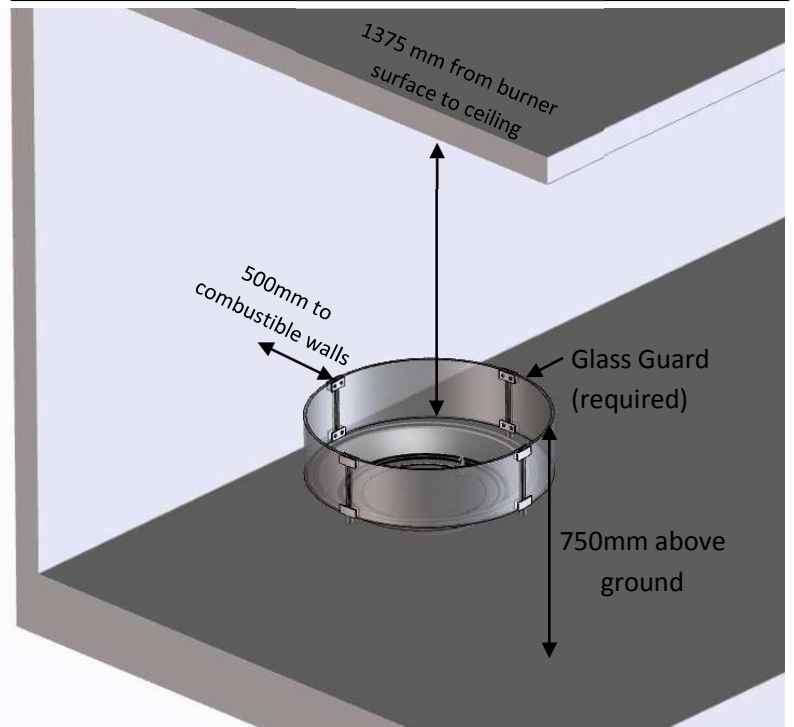
Clearances above the top burner s

Minimum clearance to side combustibles- 500mm

Minimum clearance to ceiling combustibles- 1375mm

All materials within the clearance areas must be noncombustible and structurally sound.

	WARNING	
	Fire Risk	
	Provide adequate clearance: <ul style="list-style-type: none">• Around air openings• For service access.	
Locate appliance away from traffic areas		



Surrounding areas allowed:

Four sided room with no ceiling and at least 10 meters square

Two sided room with ceiling, two sides open 50%

Three sided room 25% open with ceiling and 30% of the three side wall unobstructed.

DIAGRAMMATICAL REPRESENTATIONS OF OUTDOOR AREAS.

The following figures are diagrammatical representations of outdoor areas as described in the definition Clause 1.2.49. Rectangular areas have been used in these figures – the same principles apply to any other shaped area.

This appliance shall only be used in an outdoor area, and shall not be used in a building, garage, or any other enclosed area.

This appliance shall only be used in an above ground open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind and natural convection.

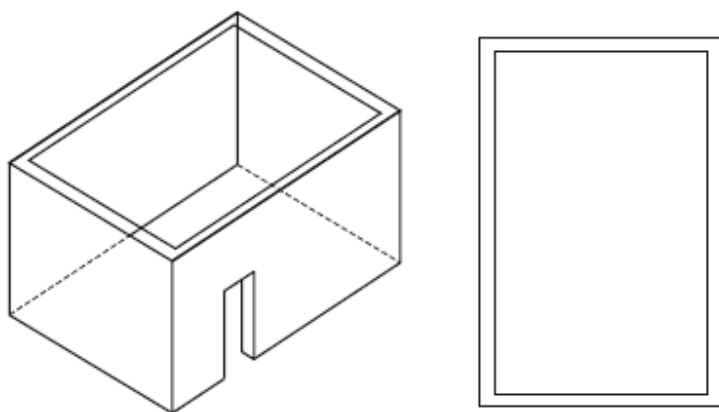


FIGURE E1—OUTDOOR AREA-EXAMPLE 1

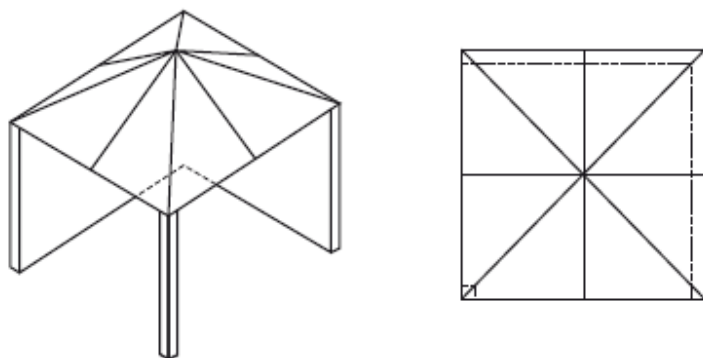


FIGURE E2—OUTDOOR AREA-EXAMPLE 2

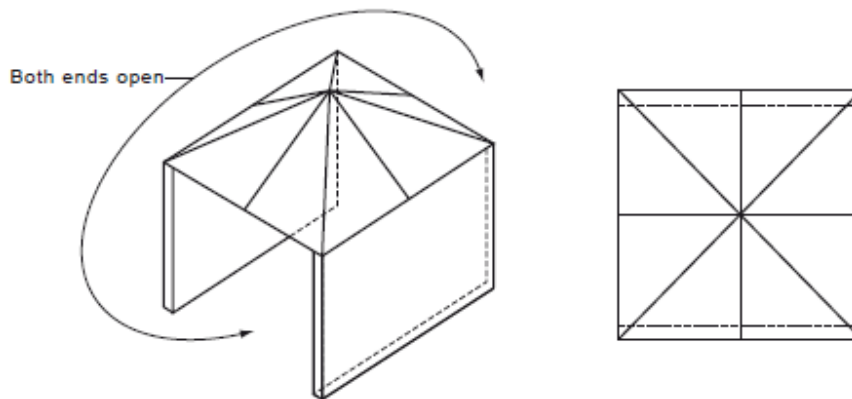


FIGURE E3—OUTDOOR AREA—EXAMPLE 3

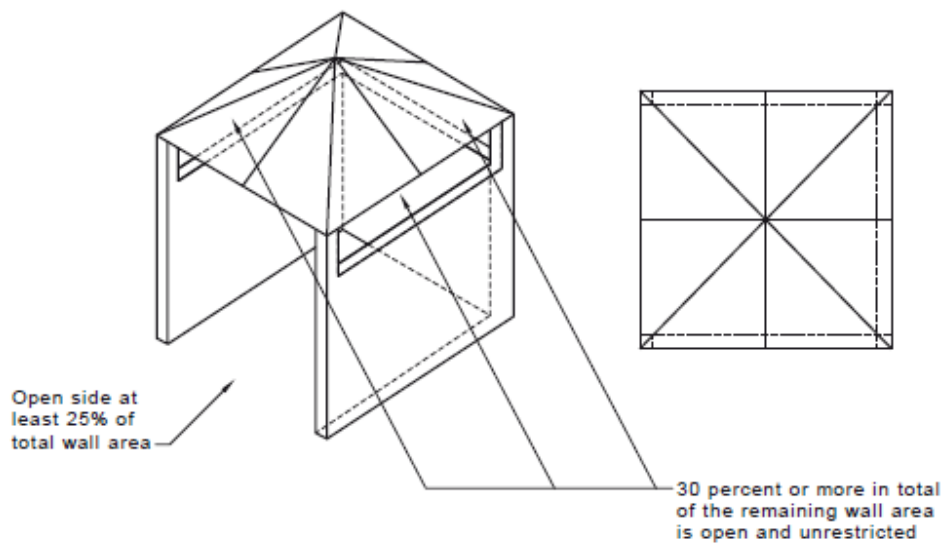


FIGURE E4—OUTDOOR AREA—EXAMPLE 4

Any enclosure in which the appliance is used shall comply with one of the following:

Any enclosure with walls on all sides, but at least one permanent opening at ground level and no overhead cover.

Within a partial enclosure that includes an overhead cover and no more than two walls.

Within a partial enclosure that includes an overhead cover and more than two walls, the following shall apply:

- At least 25% of the total wall area is completely open and
- At least 30% of the remaining wall area is open and unrestricted.

In the case of balconies, at least 20% of the total wall area shall be an remain open and unrestricted.

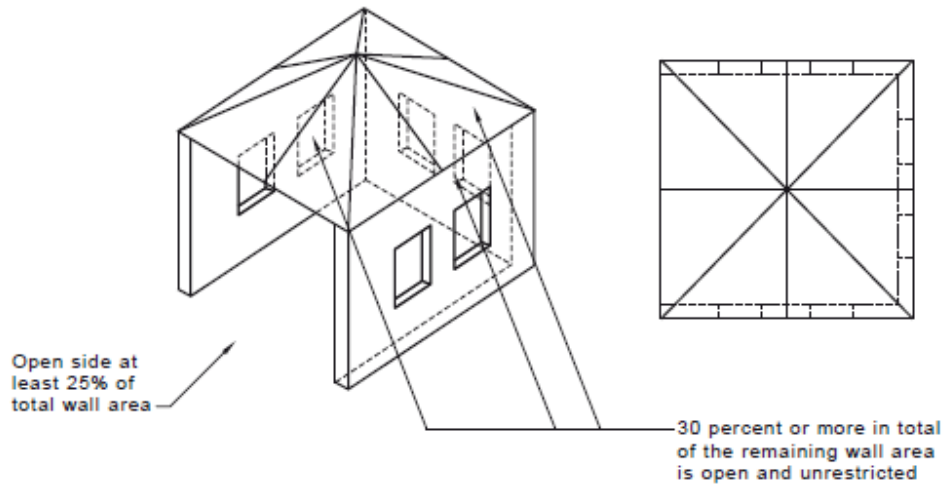


FIGURE E5—OUTDOOR AREA—EXAMPLE 5

4

Setting up your Burner

A. Burner Assembly

- Check for damage. Do not use damaged components.
- The burner must be replaced prior to the appliance being put into operation if it is evident that the burner is damaged. The replacement burner assembly specified by the manufacturer.
- Position the assembly in the desired location. This location must be adjacent to the gas supply line. You must have easy access to the gas valve control knob after it is installed and connected to the gas supply.
- Ensure that the perimeter of the burner is evenly supported and stable prior to operation.

B. Glass Beads Installation

Spread glass out evenly over burner area. Use all glass provided for best effect. Keep glass clear of spark to avoid accidental blockage of gas flow.

Note:

A percentage of glass beads may arrive split in half. This is normal. Additional beads may split after use. This is also normal due to the physical properties of glass.

**DO NOT BURN WITHOUT GLASS
BEADS**

LP Gas Models

- Make sure the valve is turned completely off before installing.
- LP installations are to be hard-plumbed using rigid piping **only**.

C. Glass Guard

A protective glass guard is provided with your burner. This protects the flame from wind. The supplied Glass Guard is fitted for this appliance and must be secured using the provided fasteners around the burner and must be in position at all times during operation. The guard is for protection against injury from burns or fire and must not be removed.

**DO NOT BURN WITHOUT THE
GLASS GUARD IN PLACE**

5

Gas Hookup and Information

A. Fuel

Before making gas connections, ensure the appliance being installed is compatible with the available gas type.

B. Gas Pressure

Proper input pressures are required for optimum performance. Gas line sizing requirements need to be made following AS/NZS5601.1

Incoming gas line should be piped to the 12.7mm (½ inch) connection on the manual shutoff valve.

WARNING

Fire Risk

Explosion Risk

Verify inlet pressures.

- High pressure may cause over fire condition.
- Low pressure may cause explosion.
- Verify minimum pressures when other household gas appliances are operating

Install regulator upstream of valve if line pressure is greater than 3.5 kPa

WARNING

Fire Risk

Explosion Risk

- Gas build-up during line purge may ignite.
- Purge should be performed by authorized technician. Ensure adequate ventilation. Ensure there are no ignition sources such as sparks or open flames.

Pressure requirements for appliance are shown in table below. Minimum pressures must be met when other household gas appliances are operating.

Pressure	Natural Gas	Propane
Minimum Inlet Pressure	1.13kPa	2.75kPa
Maximum Inlet Pressure	2.6kPa	3.5kPa

- A small amount of air will be in the gas supply lines. When first lighting appliance it will take a short time for air to purge from lines. Subsequent lighting of the unit will not require such purging.

The appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressures in excess of 3.5 kPa.

The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 3.5 kPa.

C. Gas Connection

Note: Have the gas supply installed in accordance to AS/NZS5601.1 and local building codes. Installation should be done by an authorized installer approved and/or licensed as required by the locality.

WARNING

CHECK FOR GAS LEAKS

Fire Risk

Explosion Risk

Asphyxiation Risk

- Check all fittings and connections.
- Do not use open flame.
- After the gas line installation is complete, all connections must be tightened and checked for leaks with a commercially available leak-check solution. Be sure to rinse off all leak check solution following testing.

Fittings and connections may have loosened during shipping and handling

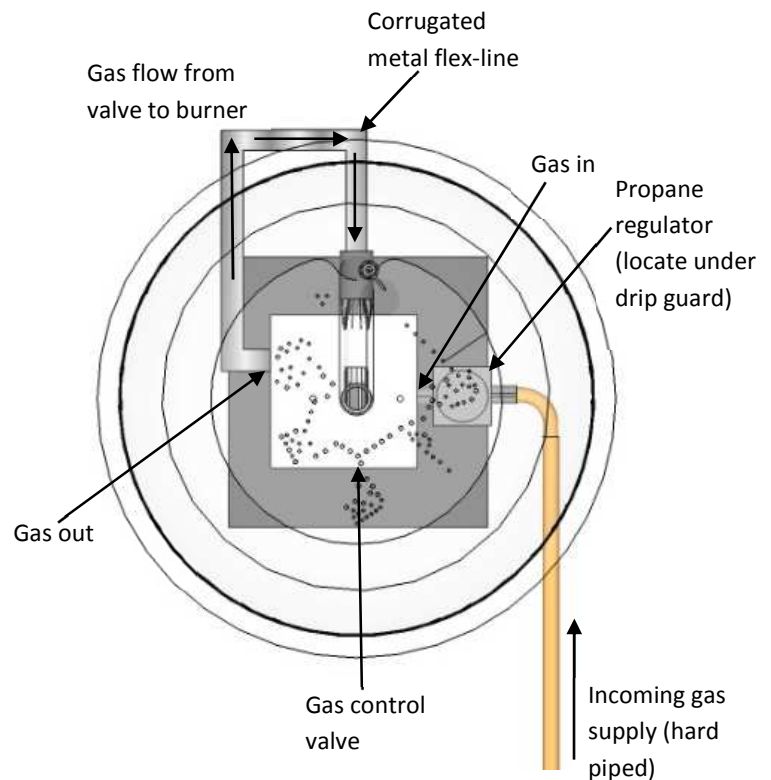
D.LP Gas Supply

- The LP gas supply used with LP models must be constructed and marked in accordance with the specifications for LP gas.
- Cylinders must be stored outdoors in a well-ventilated area out of the reach of children. Disconnected cylinders must have threaded valve plugs tightly installed and must not be stored in a building, garage or any other enclosed area.
- Storage of this appliance indoors is permissible only if it has been disconnected from its fuel supply.
- The LP gas supply system must be arranged for vapor withdrawal.
- The specific size and capacity of the cylinder(s) to be used: hard plumbed to propane tank.

IMPROPER INSTALLATION, ADJUSTMENT, ALTERATION SERVICES, OR MAINTENANCE CAN CAUSE INJURY OR PROPERTY DAMAGE. REFER TO AND UNDERSTAND THIS MANUAL. FOR ASSISTANCE OR ADDITIONAL INFORMATION CONSULT A QUALIFIED INSTALLER, SERVICE AGENCY, LICENSED TECHNICIAN OR THE GAS SUPPLIER.

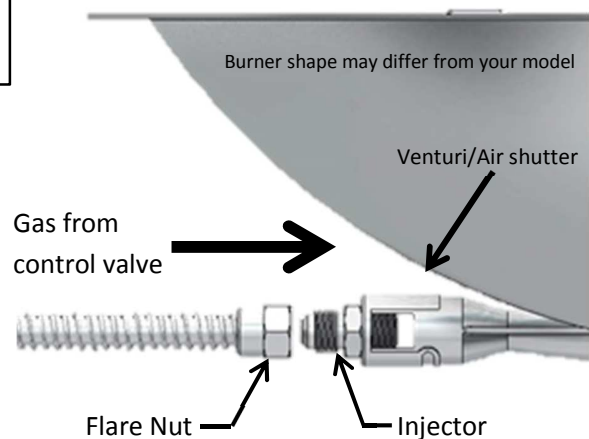
Gas Setup for Liquid Propane

1. With burner in place in Outdoor GreatRoom Company fire pit table or other installation location and proper sized injector inserted in burner neck (2.4mm injector for LP)
2. Incoming propane should be hard-plumbed to the input of the gas control valve with an approved regulator for propane. Tighten securely using two wrenches.
3. Locate the gas line (not supplied) and tighten securely to output valve fitting following the method described in step 2.
4. Using two wrenches, securely tighten the flare nut on the free end of the metal flex hose to the injector on the burner.
5. **For liquid propane installations, the air shutter must be left open as shown at lower right to prevent soot buildup.** To adjust air shutter, loosen the small securing screw and rotate air shutter to allow more or less airflow.



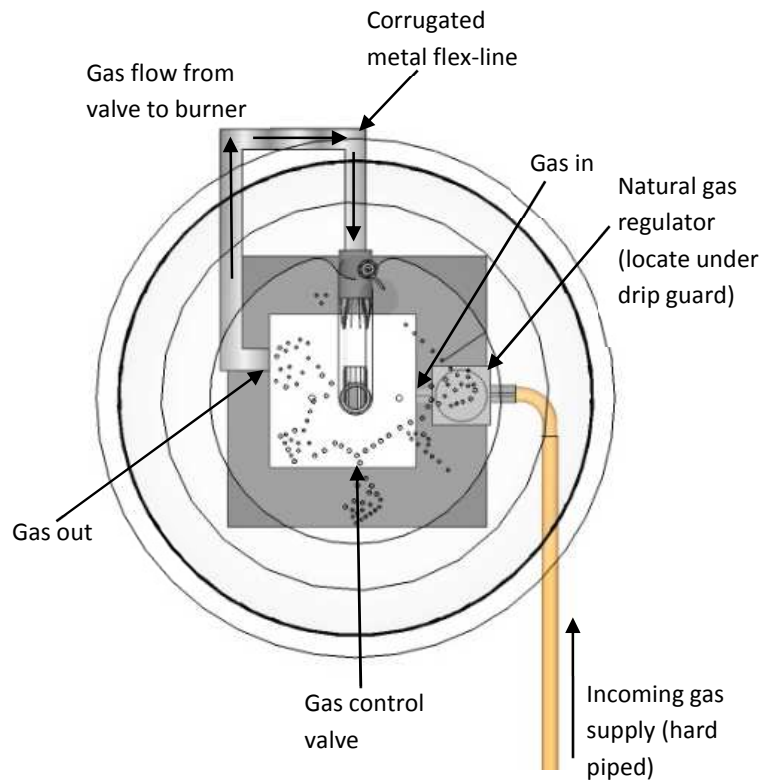
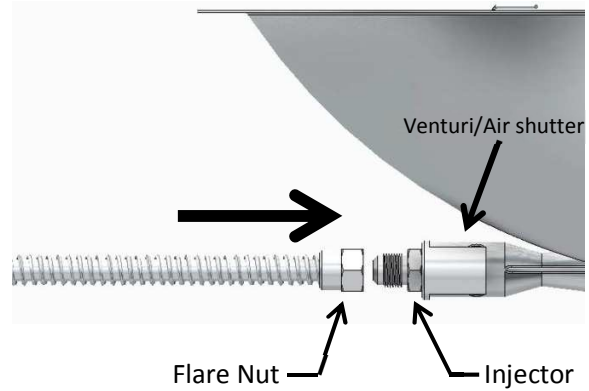
AN APPROVED REGULATOR MUST BE FITTED BY THE INSTALLING PLUMBER

CHECK ENTIRE SYSTEM FOR LEAKS BEFORE OPERATING. IF AN INSTALLER IS CONVERTING THE UNIT FROM NATURAL GAS TO LP, RE-CHECK ALL CONNECTIONS FOR LEAKS BEFORE USE.



E. Gas Setup for Natural Gas

1. Ensure that fire pit table is stable and level. Verify that the Natural Gas Injector (5.2mm) is in place and that the air shutter is 5.0mm open. Adjust air shutter by loosening the small screw on the air shutter and rotating it to a 5mm open position and re-tightening screw.
2. Connect the metal flex-line included with your fire pit to the injector as shown at right. Use two wrenches to tighten. Then connect the other end to the output side of control valve following the same process.
3. Connect the incoming Natural Gas supply line to the incoming side of the regulator, using an elbow connection. Gas supply line must be a minimum of ½" (12.7mm) piping.
4. Ensure that the manual shut-off valve is placed on the natural gas line before it reaches the appliance control valve.



CHECK ENTIRE SYSTEM FOR LEAKS BEFORE OPERATING. IF AN INSTALLER IS CONVERTING THE UNIT FROM LP TO NATURAL GAS, RE-CHECK ALL CONNECTIONS FOR LEAKS BEFORE USE.

6

Lighting and operation

FOR YOUR SAFETY, READ BEFORE LIGHTING

WARNING!

If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury, and/or loss of life.

- A. This appliance is lit electronically. When lighting, follow these instructions exactly.
- B. **Before lighting**, smell all around the appliance area for gas. Be sure to smell next to the base of the appliance because some gas is heavier than air and will settle on the floor.

WHAT TO DO IF YOU SMELL GAS:

- Do not try to light any appliance.
- Do not touch any electric switch, do not use any phone nearby.
- Immediately call your gas supplier from a neighbor's phone. Follow gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department

C. Use only your hand to turn the gas control knob on gas supply (if equipped), never use tools. If the valve won't turn by hand, don't try to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.

D. Do not use the appliance if any part has been underwater. Immediately call an authorized service technician to inspect the appliance and replace any part which has been underwater.

Lighting Instructions

1. Turn on/off switch to ON position.
2. You will see or hear sparking occurring at the electrode



In the event the flame does not light: flip switch to the OFF position, wait 10 minutes, and re-attempt ignition.

Initial break-in procedure: When you light the appliance, you may notice that it produces heat which may have an odor. If you feel this odor is excessive it may require an initial three to four hour continuous burn.



WARNING



FIRE RISK – HIGH TEMPERATURES

Keep combustible household items away from appliance.

- Do NOT obstruct combustion and ventilation air.
- Do NOT place combustible items on top of or near appliance.
- Keep furniture, draperies away from appliance.
- Do NOT use, lantern fuel, kerosene, charcoal lighter fluid, or similar liquids in this appliance.
- Combustible materials, flammable liquids, or vapors may ignite.

Homeowner Reference Information

We recommend that you record the following pertinent information about your appliance

Model name: _____ Date of purchase/installation _____

Serial Number: _____ Location on appliance: _____

Dealer purchased from: _____ Dealer Phone: _____

Notes: _____

7

Troubleshooting

Symptom		Possible Causes		Corrective Actions
1.	Burner won't light.	A.	No fuel	Check gas valve at main.
		B.	Plugged burner injector.	Check the burner injector for stoppage. Remove stoppage.
2.	Blue Flames	A.	This is a result of normal operation and flames will begin to yellow as unit is allowed to burn for 16-20 minutes.	Do nothing.
		B.	Improper air/fuel mixture related to air shutter position.	Close air shutter. (for LP, leave 7mm open, Natural gas 1.5mm open)
3.	Metallic noise	A.	Noise is caused by metal expanding and contracting as it heats up and cools down, similar to the sound produced by a furnace or heating duct. This noise does not affect the operation or longevity of the appliance.	Do nothing.
4.	Decorative Beads cracking or splitting	A.	Heat and/or abrupt temperature changes.	This is a property of glass and may happen occasionally. Do nothing. This is completely normal.
5.	Sparker makes clicking sound but no visible spark is produced	A.	Sparker is improperly grounded	Refer to section 4-C on Page 9 for grounding instructions. Check all wire connections.
		B.	Ignition or ground wire not plugged in.	
		C.	Igniter tip set too far from grounding probe	Check that tip of sparker is within 6mm of grounding probe. Gently bend igniter tip or grounding probe by hand to achieve a smaller gap.

8

Service and Maintenance

Although the frequency of appliance servicing and maintenance will depend on use and the type of installation, an authorized service technician should perform an appliance check-up annual.

Storage of an appliance indoors is permissible only if disconnected and removed from the gas supply.

The use of a vinyl table cover is highly recommended to keep your table and burner looking new and ensuring extended trouble-free operation.

WARNING

Risk of injury or property damage

Before servicing:

- Turn off utilities to appliance.
- Ensure appliance is completely cooled.

WARNING



Annual inspection by Authorized technician recommended.

Check:

- Obstructions of combustion and ventilation air.
- Condition of burner assembly.
- Burner ignition and operation.
- Burner air shutter adjustment.
- Gas connections and fittings.



Risk of:

- Fire
- Delayed ignition or explosion
- Exposure to combustion fumes
- Odors



Maintenance and Service Tasks

For service calls: Contact the dealer your product was purchased from first.

Contact the Outdoor GreatRoom Company at 1-651-287-7460 or sales@outdoorrooms.com if further assistance is needed.

Inspect	Maintenance Tasks	
Burner Assembly	1	Remove decorative glass and examine burner. Vacuum and wipe out as needed. Use caution when cleaning these areas
	2	Inspect for warping and corrosion. Repair as necessary
	3	Verify air shutter area is clean
Burner Ignition and Operation	1	Verify all gas connections are tight and leak-free
	2	Clean burner top, inspect for plugged ports, corrosion, or deterioration. Replace burner if necessary.
	3	Inspect for flame problems.
	4	Verify air shutter is clear of dust and debris and is in correct position for the gas type being used.
	5	Inspect injector for soot, dirt, or corrosion
	6	Verify inlet and test point pressures. Adjust regulator as required.

9

Reference Materials

A. Service Parts List

#	Description of Part	Part Number
1	Burner Assembly	SRV-BA-CF 20/1224/2424/1242
2	Flex Tube	SRV-FT-CF
3	Injector – NG/LP 2.4 mm	
4	Injector – NG 5.2mm	
6	Ignition Electrode – 3 Prong	
7	Replacement Glass for Crystal Fire burner (5lb bag)	
8	Grounding wire for crystal fire (All models)	SPK-GND
9	Control Valve AU	
10	Control Box AU	
12	Battery pack for valve system	
13	Glass guard kit	GG20 AU
Optional Accessories		
	Glass burner cover	
	Vinyl fire pit cover	
	Natural gas conversion kit	
	LPG conversion kit	

For more information, you can visit us online at

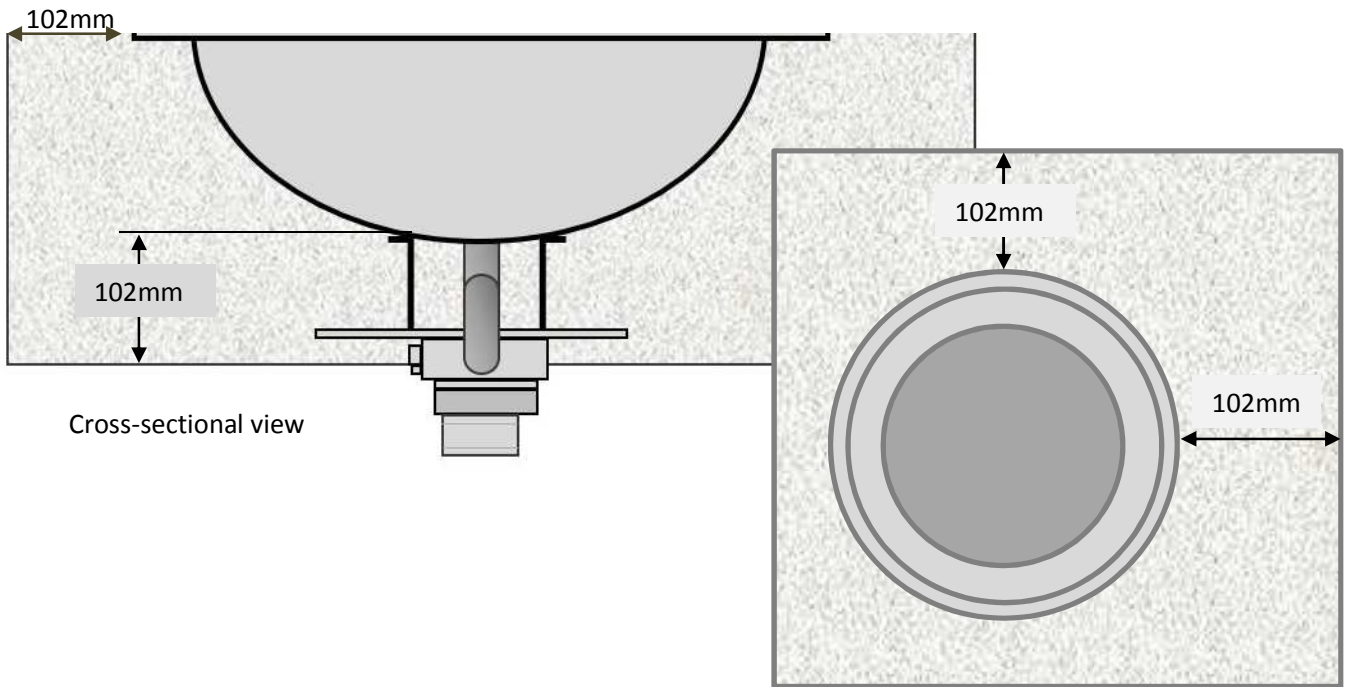
[Http://www.OutdoorRooms.com](http://www.OutdoorRooms.com)

Or Call Us At:

1-651-287-7460

B. Dimensional Information

The area shown below (denoted by diagonal lines) should be clear of combustible materials.



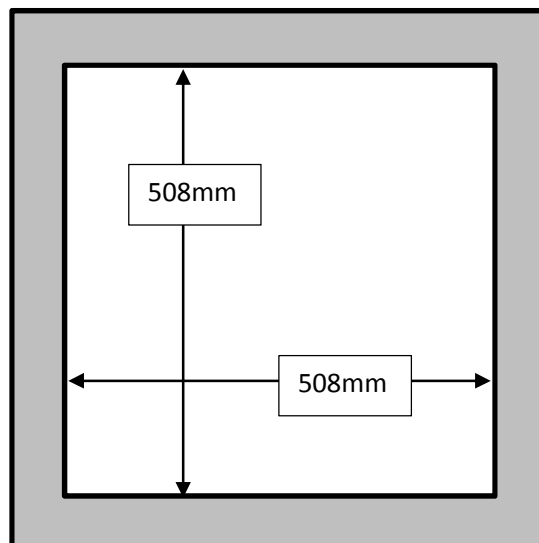
Overhead view (Clearance to combustibles below top of burner)

An overhead view of a suggested non-combustible framing for this burner is shown to assist in locating gas piping and constructing a base for this burner. Be sure to plan enough space to install a manual shutoff valve before gas reaches the control valve on the burner.

Dimensions approximate. Always measure before installing permanent gas lines.

Valve input location is roughly centered in the base.

Suggested minimum interior dimensions of a non-combustible fire pit





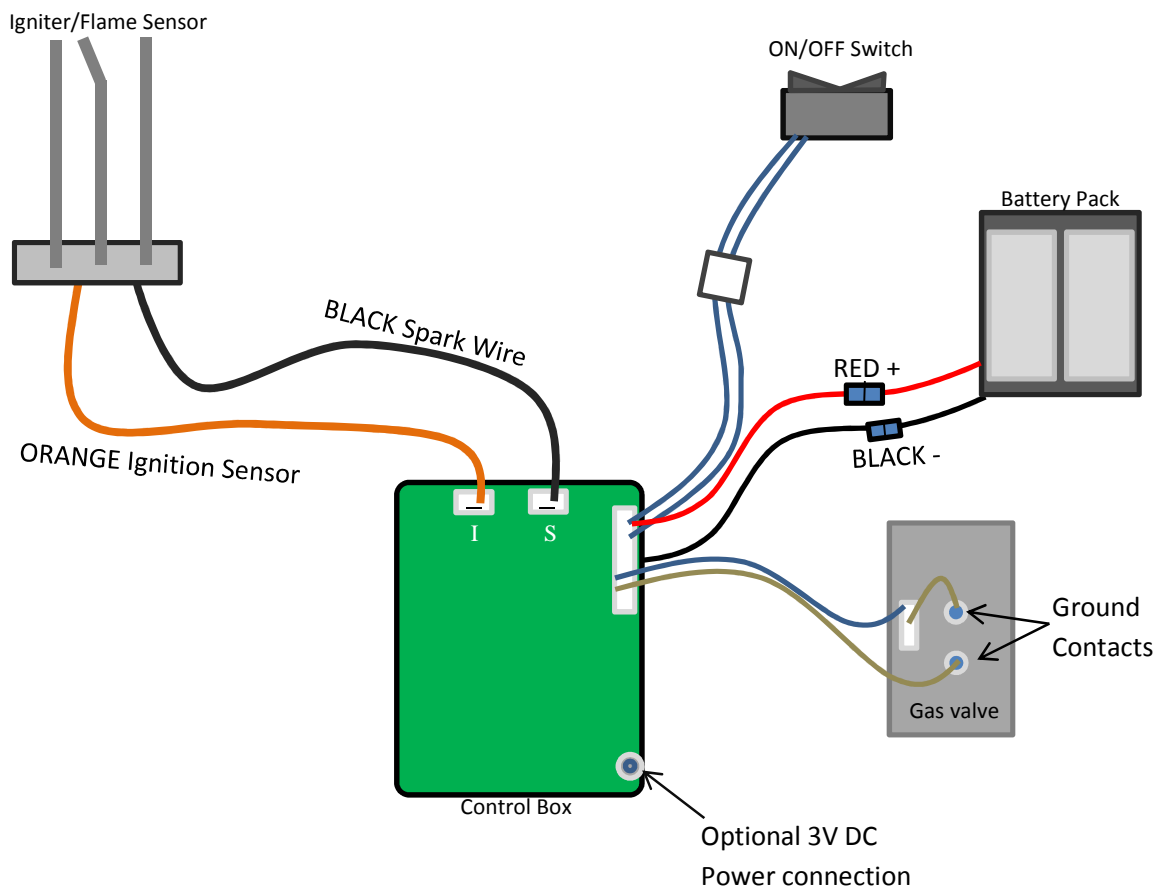
6.4mm (1/4") pressure tap

Ideal test point pressures

	LP	Natural gas
In	2.75kPa	1.13kPa
Out	2.2kPa	.5kPa

C. Wiring Diagram

If wiring needs to be repaired or disassembled, disconnect the fire pit from gas supply before anything is done to electrical components.



**E. Limited One Year Warranty The Outdoor GreatRoom Company
Outdoor Products Limited Warranty**



The Outdoor GreatRoom Company extends the following warranty for Outdoor GreatRoom outdoor products used in the United States of America or Canada. Dealers and employees of The Outdoor GreatRoom Company have no authority to make any warranty or authorize any remedies in addition to or inconsistent with the terms of this warranty. This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

The Outdoor GreatRoom Company warrants that this Outdoor GreatRoom Outdoor Product (the "Product") will be free from defects in material and workmanship for a period of one year from its date of purchase. Stainless steel parts and assemblies carry a limited lifetime warranty. This warranty is subject to the conditions, exclusions and limitations described below.

This warranty applies only to the original owner of the Product and is non-transferable. The Outdoor GreatRoom Company obligation under this warranty does not extend to damages resulting from (1) assembly, operation or maintenance of the Product not in accordance with the Installation/Assembly Instructions, Operating Instructions and the Listing Agency Identification Label furnished with the Product; (2) installation or use which does not comply with local building codes and ordinances; (3) shipping, improper handling, improper operation, abuse, misuse, accident or unworkmanlike repairs; (4) use of fuels other than those specified in the Operating Instructions; (5) Installation or use of components not supplied with the Product or any other components not expressly authorized and approved in writing by The Outdoor GreatRoom Company; and/or (6) modification of the Product not expressly authorized and approved in writing by The Outdoor GreatRoom Company. Any of the circumstances described in the previous sentence voids this warranty. This warranty is void if the Product or any component has been removed, repaired, or replaced before The Outdoor GreatRoom Company has been afforded a reasonable opportunity to inspect the Product.

This warranty is limited to the replacement or repair of defective components or workmanship and The Outdoor GreatRoom Company may fully discharge its obligations under this warranty by repairing or replacing, at its discretion, the defective components. The Outdoor GreatRoom Company will provide replacement parts at no charge and will pay reasonable and necessary labor and freight costs related to replacing or repairing defective components under this warranty. The maximum amount recoverable under this warranty is limited to the purchase price of the Product and, if The Outdoor GreatRoom Company is unable to provide replacement or repair in an expedient and cost-effective manner, The Outdoor GreatRoom Company may discharge all obligations under this warranty by refunding the purchase price of the Product.

EXCEPT TO THE EXTENT PROVIDED BY LAW, THE OUTDOOR GREATROOM COMPANY MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY EXPRESSED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE WARRANTY SPECIFIED ABOVE. IN NO EVENT SHALL THE OUTDOOR GREATROOM COMPANY BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY DEFECTS IN THE PRODUCT. Some states do not allow limitations on how long an implied warranty lasts, or do not allow exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you.

OTHER RIGHTS

The manufacturer's warranty is in addition to other rights and remedies that you may have under Australian law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Australian

Contact Info

Jetmaster Victoria: 444 Swan St., Richmond (03) 9429 5573

To obtain service under this warranty, you must:

1. Send written notice of the claimed condition to: The Outdoor GreatRoom Company, 2015 Silver Bell Road, #195, Eagan, MN 55122.
2. Affirm that you are the original owner of the Product.
3. Provide The Outdoor GreatRoom Company reasonable opportunity to investigate the claim, including reasonable opportunity to inspect the Product prior to any repair or replacement work and before the Product or any component of the Product has been removed.