

## Firebowl Low-No Flame

### Part 1

To begin, we are going to reset the regulator as it may have been tripped during the ignition process. To reset the regulator, please see the steps below.

Step 1: Ensure propane cylinder is closed and firebowl control knob is on the 'OFF' position. Confirm propane cylinder has sufficient amount of gas.

Step 2. Turn the Outland firebowl control knob to the high flame icon without opening the propane cylinder valve for approximately 10 seconds; this helps release any residual gas.

Step 3. Turn the control knob back to the off position.

Step 4. Disconnect the hose and regulator from the propane tank.

Step 5. Inspect valve opening of the propane cylinder to check for any debris or obstruction (could be dirt or sand). If there is an obstruction, please clean and clear the valve opening of the propane cylinder before moving onto the following step.

Step 6. Take the hose and regulator and tap the regulator on the ground or hard surface approximately 3 times (please see image below for reference). The excess safety device in the regulator may have shifted and this will reset the device.



Step 7. Connect the hose to the propane tank. Ensure the fitting is securely hand-tightened. Step 8 will begin the ignition sequence.

Step 8. Slowly open the valve on the propane cylinder to avoid tripping the excess flow safety device.

Step 9. Proceed with the ignition sequence.

Step 10: Examine flame and ensure flame height is adjustable.

*If the above steps did not rectify the issue, please move onto Part 2.*

### Part 2

There may be an obstruction within the burner or gas valve and the below steps will assist us in removing any obstruction that may be present.

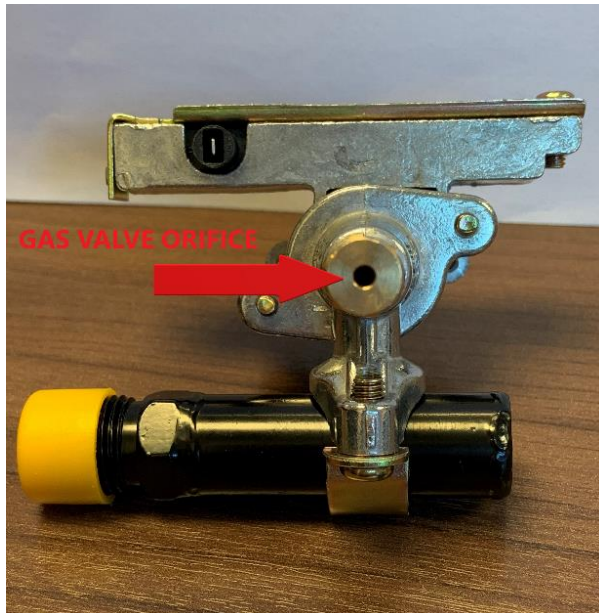
Step 1. Ensure propane cylinder is closed and firebowl control knob is on the 'OFF' position.

Step 2. Remove the rocks from the appliance.

Step 3. Remove the valve cover by removing the four screws attaching it to the firebowl. Note the screws are secured by nuts and washers. Once removed, and the valve will essentially drop out. ***\*KEEP THE SCREWS, NUTS, AND WASHERS IN A SAFE PLACE.***



Step 4. Now that the valve is free, please inspect the gas valve's orifice and ensure it is free from any sort of obstruction; we recommend using a flashlight for the best visibility and a small tool of choice to remove any debris or obstruction that may be present.



Step 5. It's very ***important*** to look up inside the burner tube to check for blockages, such as insect nests or spider webs. Even if an obstruction cannot be identified, please take this opportunity to clean the burner ring by using a pipe cleaner or compressed air. An obstruction can also be the rock dust and particles within the burner that have built up over time. **PRO TIP: Use a vacuum to remove the dust particles from the unit and then wipe down the bowl to get it looking good as new.**

Step 6. Ensure the bug screen isn't dented inwards and is sitting molded to the diameter of the burner tube. *If* the bug screen is dented or out of place, using a tool of choice, push the screen back into place as seen in the image below.



Step 7. Set the gas valve back into place, noting the position of placement is correct, and secure the valve housing using the screws, nuts, and washers. ***\*Perform a leak test with soapy water solution to ensure the gas is not escaping prematurely.***

Step 8. Slowly open the valve on the propane cylinder to avoid tripping the excess flow safety device.

Step 9. Proceed with the ignition sequence.

Step 10. Examine flame and ensure flame height is adjustable.