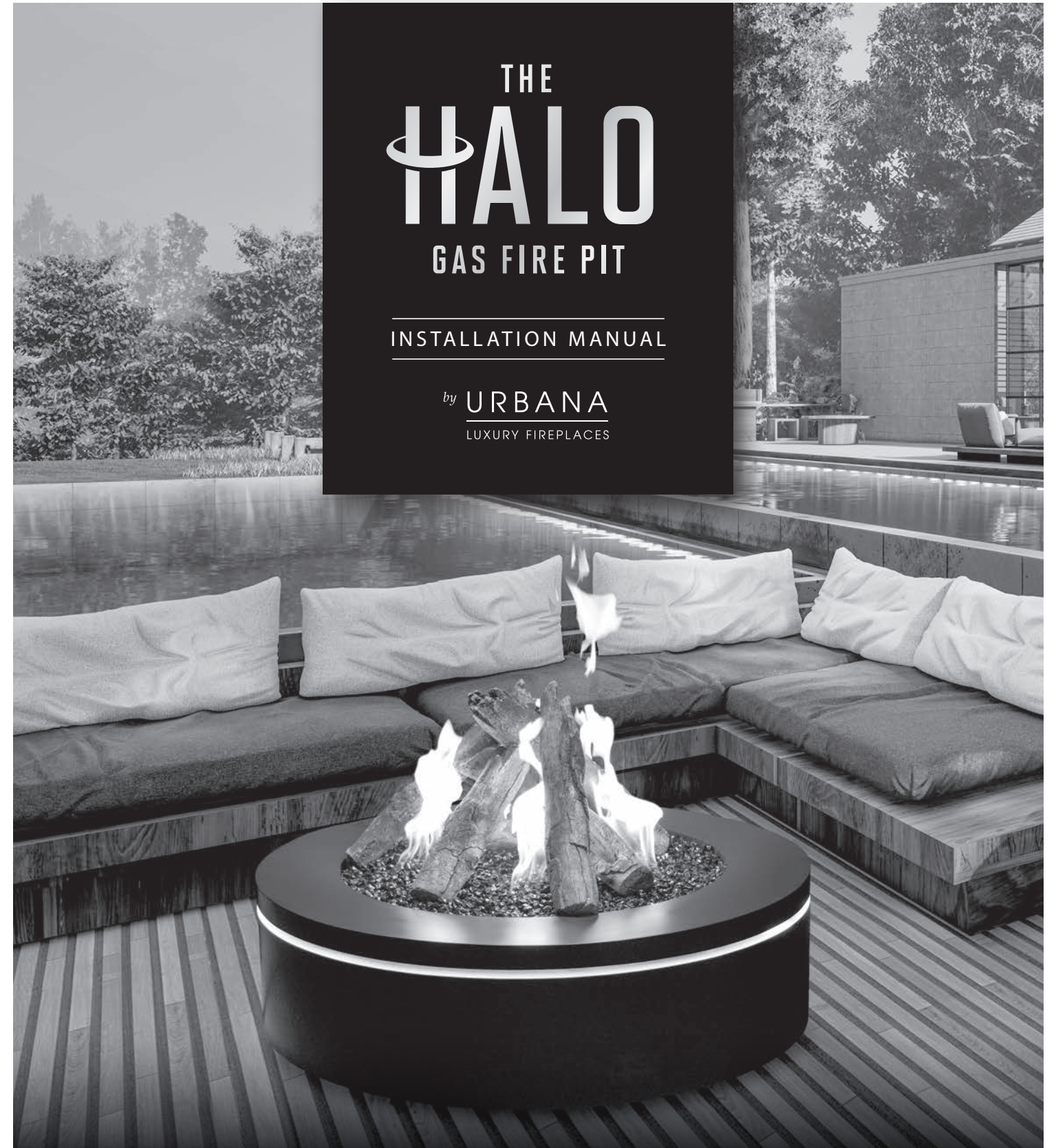




THE HALO GAS FIRE PIT

INSTALLATION MANUAL

by **URBANA**
LUXURY FIREPLACES



Intertek
C#4001609

WARNING: If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life. Installation and service must be performed by a qualified installer, service agency or the gas supplier.

CERTIFIED TO: ANSI Z21.97 / CSA 2.41 OUTDOOR DECORATIVE GAS APPLIANCES
CSA 2.17 GAS FIRED APPLIANCES FOR HIGH ALTITUDES

C-16928

Safety Precautions



DANGER:

FIRE OR EXPLOSION HAZARD

If you smell gas:

- **Shut off gas to the appliance**
- **Extinguish any open flame**
- **If odor continues, leave the area immediately.**
- **After leaving the area, call your gas supplier or fire department.**

Failure to follow these instructions could result in fire or explosion, which could cause property damage, personal injury, or death.



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: FOR OUTDOOR USE ONLY.

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



DANGER



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.

Safety Precautions



INSTALLER: Leave this manual with the appliance.

CONSUMER: Retain this manual for future reference.



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

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 1/2 psi (3.5 kPa).

Safety Precautions

FOR SAFE INSTALLATION AND OPERATION OF YOUR “Urbana” Appliance, PLEASE CAREFULLY READ THE FOLLOWING INFORMATION:

- All Urbana gas-fired appliances must be installed in accordance with their instructions. Carefully read all the instructions in this manual first. Consult the building authority having jurisdiction to determine the need for a permit prior to commencing the installation.
- Failure to follow these instructions may also void your fire insurance and/or warranty.v
- This appliance must not be operated in temperatures below freezing (0°C / 32°F). Allow the temperature of the appliance to warm up above freezing prior to operation.
- This appliance is certified for outdoor use only and must not be used or installed indoors.

- **Installation and repair should be done by a qualified service person. The appliance should be inspected before the first use and, at least, annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative the control compartments, burners and circulating air passageways of the appliance be kept clean.**
- **Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burn or clothing ignition. Young children should be carefully supervised when in the area of the appliance.**
- **Any guard, barrier, or other protective device removed for servicing the appliance shall be replaced prior to operating the appliance.**
- **Clothing or other flammable materials should not be hung from the appliance or placed on or near the appliance.**

FOR YOUR SAFETY

- Always keep the area around these appliances clear of combustible material, gasoline and other flammable liquids and vapours.

WARNING: Failure to position the parts in accordance with the diagrams in this booklet, or failure to use only parts specifically approved with this appliance, may result in property damage or personal injury.

- Never use solid fuels such as wood, paper, cardboard, coal, or any flammable liquids, etc., in this appliance.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system or any gas control which has been under water.
- Toddlers, young children and others may be susceptible to accidental contact burns. To restrict access to the appliance install an adjustable safety gate to keep toddlers, young children and other at risk individuals away from hot surfaces.

IMPORTANT NOTICE (Regarding first fire up): When the unit is turned on for the first time, it should be turned onto high for the first 4 hours. This will cure the paint, logs and other products used in the manufacturing process. The unit will start to smoke and can irritate some people.

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Codes And Approvals

In the USA: The appliance may be installed at higher altitudes. Please refer to your American Gas Association guidelines which state: the sea level rated input of Gas Designed Appliances installed at elevations above 2000 (610 m) feet is to be reduced 4% for each 1000 feet (305 m) above sea level. Refer also to local authorities or codes which have jurisdiction in your area regarding the de-rate guidelines.

In Canada: When the appliance is installed at elevations above 4500 feet (1372 m), the certified high altitude rating shall be reduced at the rate of 4% for each additional 1000 feet (305 m).

- This appliance has been tested by INTERTEK and found to comply with the established OUTDOOR DECORATIVE GAS APPLIANCE standards in CANADA and the USA as follows:

OUTDOOR DECORATIVE GAS APPLIANCE (Fire pit; NATURAL GAS, PROPANE GAS)

CERTIFIED TO: ANSI Z21.97 / CSA 2.41 OUTDOOR DECORATIVE GAS APPLIANCES

CSA 2.17 GAS FIRED APPLIANCES FOR HIGH ALTITUDES

All Halo Gas Fire pit Outdoor Decorative Appliances:

- Are not sources of heat.
- Are not permitted for use with a thermostat or other automatic means of cycling the burner.
- Have been certified for use with either natural gas or propane (see rating label).
- Are not for use with solid fuels.
- Are not for use with venting.
- This installation must conform to local codes or, in the absence of local codes, with the National Fuel Gas Code, ANSI Z223.1 / NFPA 54; National Fuel Gas Code; Natural Gas and Propane Installation Code, CSA B149.1; or Propane Storage and Handling Code, CSA B149.2, as applicable;
- To prevent injury, do not allow anyone who is unfamiliar with the stove to operate it.
- This installation must be electrically grounded in accordance with local codes, or in the absence of local codes, with the National Electrical Code, ANSI/NFPA 70; or the Canadian Electrical Code, CSA C22.1, if applicable;

**NATIONAL
FIREPLACE
INSTITUTE®**



CERTIFIED

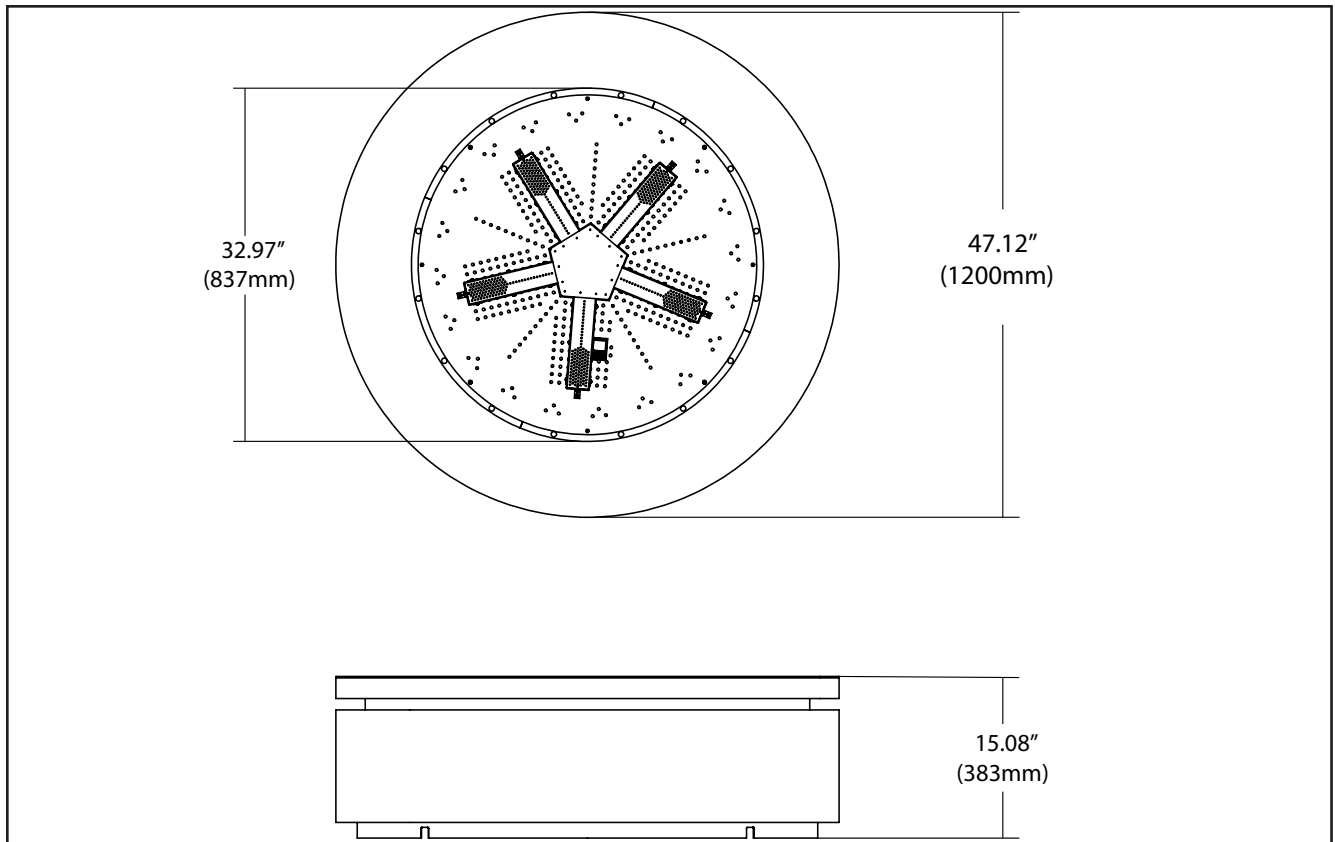
www.nficertified.org

We recommend that our gas hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) as NFI Gas Specialists.

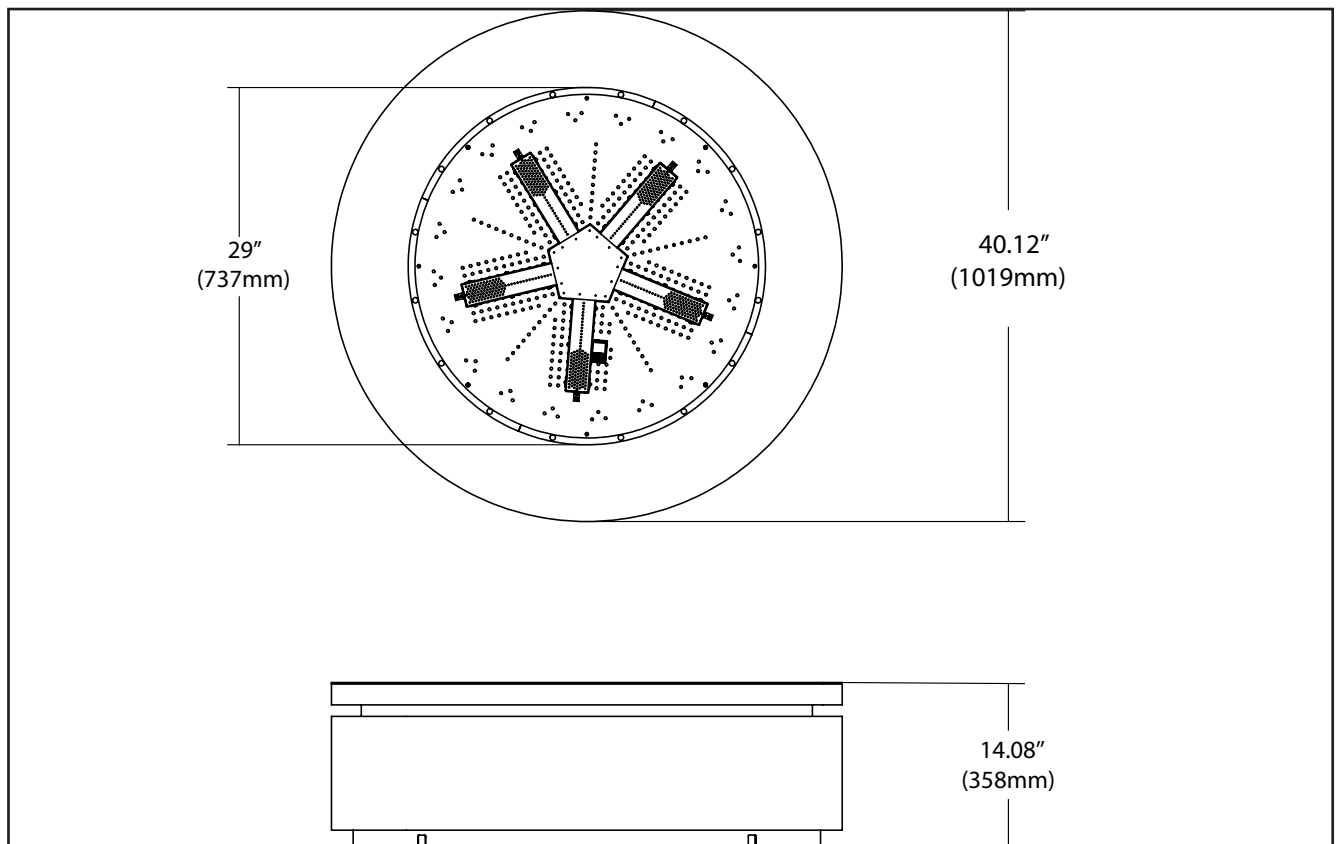
Specifications

DIMENSIONS:

Halo-47RS:

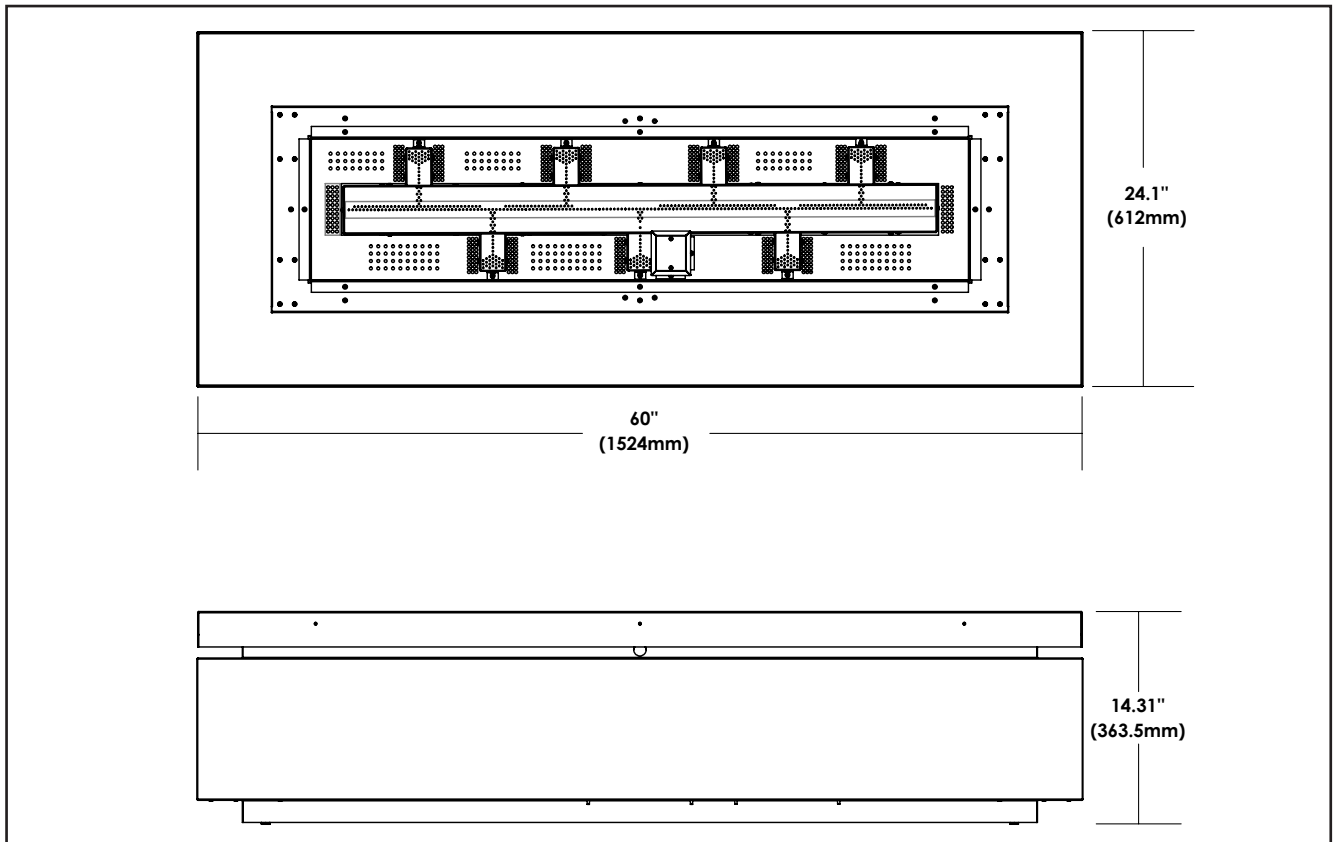


Halo-40RS:



Specifications

Halo-60LS:



Rating Label

For Your Safety, Read Safety Precautions And Lighting Instructions Before Operating

RATING LABEL LOCATION:

The rating label is attached to a length of wire and is never to be tampered with or removed. All important information for your fire pit is on this label as well as the model specific serial number which you will need for warranty information. The rating label is located inside of a slot **underneath the fire pit (see Figure 1)**.

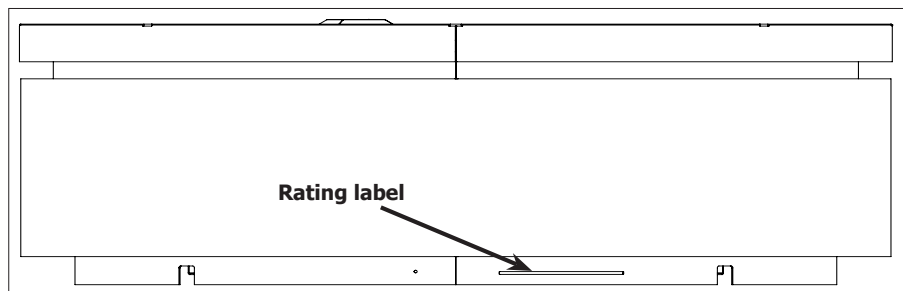


Figure 1: Halo-R Rating Label Location

Initial Installation

INTRODUCTION:

QUALIFIED INSTALLERS ONLY

This section of the owner's manual is for the use of qualified technicians only. There are several installation safety guidelines that must be adhered to; please carefully read the safety precautions at the front of this manual.

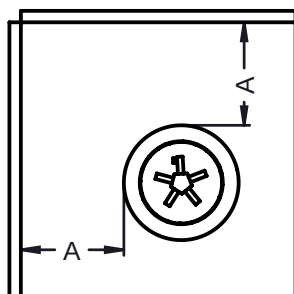
INSTALL PREPARATION:

Please review the following instructions carefully to ensure the install location is prepared properly before installation.

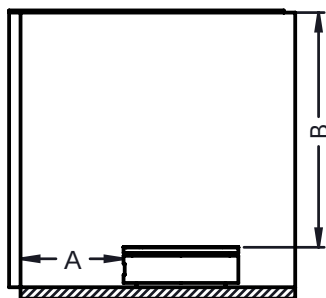
LOCATION AND CLEARANCES:

The appliance is for outdoor use only. Install in a well ventilated area on a stable and level surface. The appliance may not operate as intended if installed in a high wind area.

Due to high temperatures, combustibles must be located far enough away such that there is no risk of ignition. Beware of the risk of combustible materials blowing into the vicinity of the fire pit. Clearance requirements for adjacent walls and exterior ceilings are illustrated below.



Top View



Side View

Drawing not to scale

CLEARANCES TO COMBUSTIBLES

A - Sidewalls
36" (914 mm)

B - Exterior Ceiling
82" (2083 mm)

No floor protection required.

Figure 2: Fire pit Install Clearances

Refer to local and national codes for other installation requirements.

Note: Dense stone such as granite, marble, and other similar materials must be kept an appropriate distance away from the fire pit due to risk of cracking. The manufacturer is not responsible for damage to such materials due to the appliance installation or operation.

Initial Installation

GAS SUPPLY:

QUALIFIED INSTALLERS ONLY

The appliance requires a 170K BTU natural gas (NG) or propane (LP) fuel supply. It is recommended to use 1/2 inch hard line or CSST. Where flex hose is required, 3/4 inch flex line should be used. A regulator is required to ensure proper pressure to the valve. Follow all local and national regulations.

Gas Type/ Type de Gaz	NAT (Gaz Naturel)	LPG (Propane)
Max. Input (0-4500 ft)/ Max entrée (0-1372 m):	170,000 Btu/hr (49.8 kW)	170,000 Btu/hr (49.8 kW)
Manifold pressure / Pression des conduits:	3.5" W.C. (0.87 kPa)	10" W.C. (2.49 kPa)
Max. gas supply / Max. approvisionnement en gaz	7" W.C. (1.74 kPa)	11" W.C. (2.74 kPa)
Min. gas supply for input adj. / Min. alimentation en gaz pour le réglage de l'entrée	5.4" W.C. (1.347 kPa)	11" W.C. (2.74 kPa)

ELECTRICAL SUPPLY:

If fire pit is installed in a dry place where there is no risk of moisture causing an electric shock, then the supplied 24VAC transformer may be installed at the fire pit location. (Stainless steel transformer box is pre-installed inside of the Fire pit chassis)

Connect the black and white leads (110V labeled) from the transformer box to the incoming power supply by using the waterproof box supplied in the manual bag if needed.

If the fire pit is installed where it's close to water (must meet all local codes), then the 24VAC transformer must be installed in a dry, safe location away from the fire pit and low voltage wire should be run to the fire pit.

See **Installation** page to get access to the fire pit chassis. Disconnect the transformer box from the unit:

1. Disconnect the blue and yellow wires labeled "24V". see Figure 3.
2. Remove the transformer box from the unit, then remove four (4) T20 screws open the transformer box top cap. see figure 4.

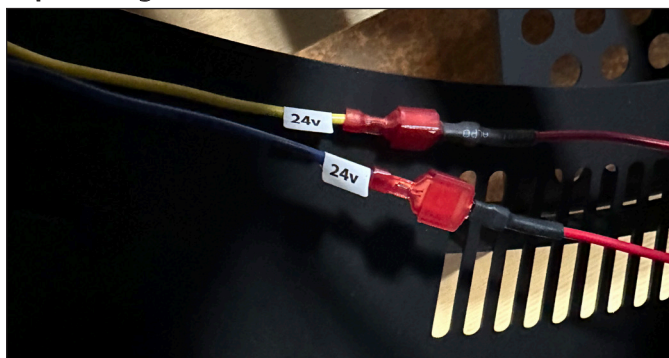


Figure 3: Burner Removal

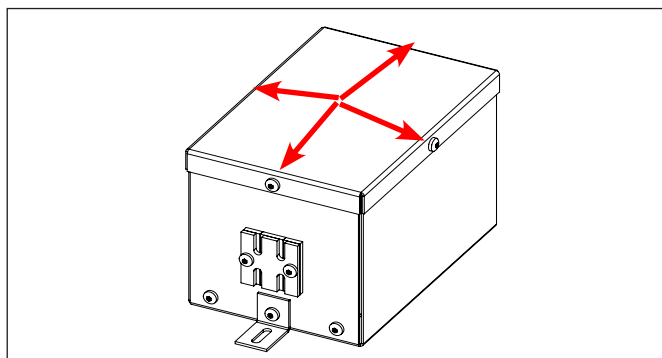


Figure 4: Burner Removal

3. Disconnect the Blue and Yellow "Y" wires (see figure 5), connect them back to the unit by following the wiring diagram. Use water-proof connectors if needed.

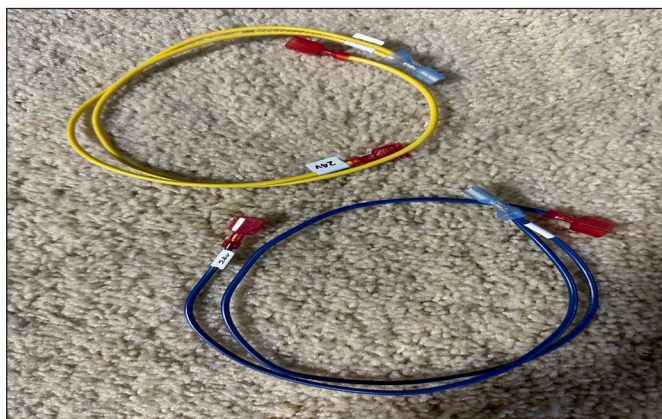


Figure 5: Burner Removal

Initial Installation

QUALIFIED INSTALLERS ONLY

For wire runs less than 75 ft, between the transformer and the fire pit, use 14-gauge wire. For runs exceeding 75ft, 12-gauge wire is required. The voltage measured at the fire pit must be at least 24 VAC.

Follow all local and national codes and regulations.

WIRING DIAGRAM:

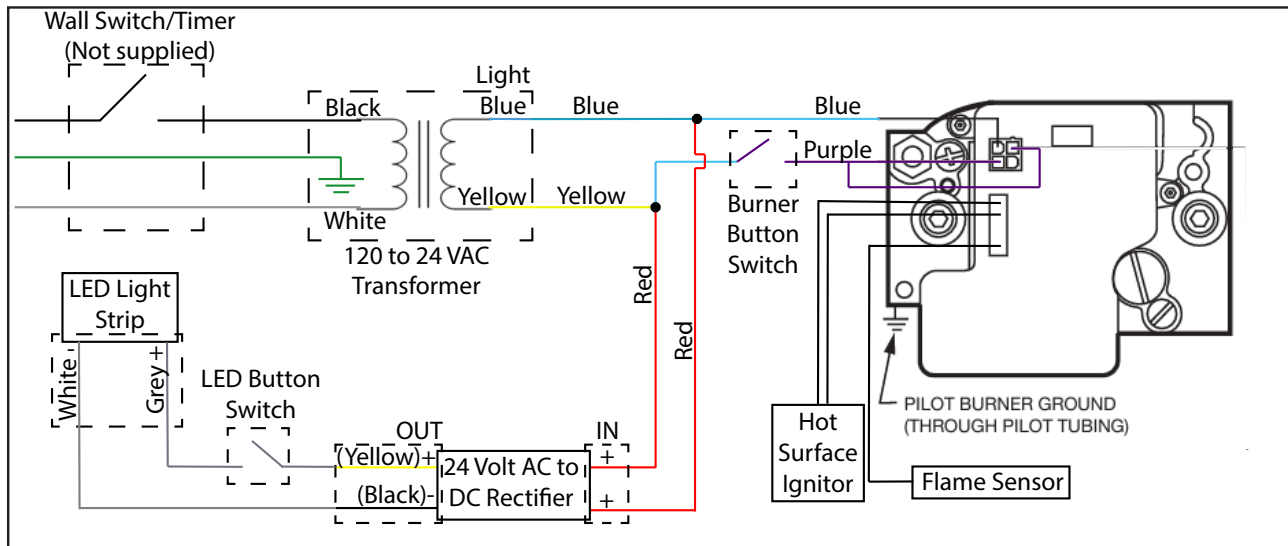


Figure 6: Wiring Diagram

If desired a wall switch/timer/smart home switch (not supplied) may be wire into the incoming power curcuit. See diagram Figure 6.

WARNING: The appliance must be electrically connected and grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code Part 1, Safety Standards For Electrical Installations, or The National Electrical Code ANSI / NFPA 70 in the US.

WARNING: Disconnect electrical power supply before working on appliance wiring.

CAUTION: When servicing controls, label all wires prior to disconnection. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing. If any of the original wire supplied with the appliance must be replaced, ******it must be replaced with 18 AWG (or heavier) wire with a temperature rating of 105°C.******

Initial Installation

QUALIFIED INSTALLERS ONLY

MAIN INSTALLATION (ROUND STEEL MODELS):

1. Remove the fire pit from packaging and move it into place.

2. **Remove the burner assembly:**

- a. Remove five (5) T-20 screws on end of each burner arm. (See Figure 7).
- b. Lift the burner and grip the fittings connected to the burner. Twist the burner counterclockwise to unscrew it from the fittings.

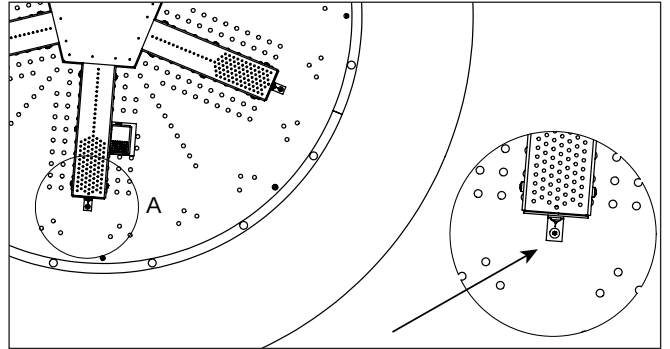


Figure 7: Burner Removal

3. **Disconnect the pilot assembly:**

- a. Remove three (3) T-20 screws securing the pilot mount on the media tray (See Figure 5). Put the cover to the side.
- b. Remove the two (2) T-20 screws securing the pilot plate to media tray (See Figure 9).
- c. After removing the pilot screws, gently push the pilot assembly down thru the cut out on the fire pit media tray. **NOTE: The ignitor is very fragile. Take care** not to damage it during installation.

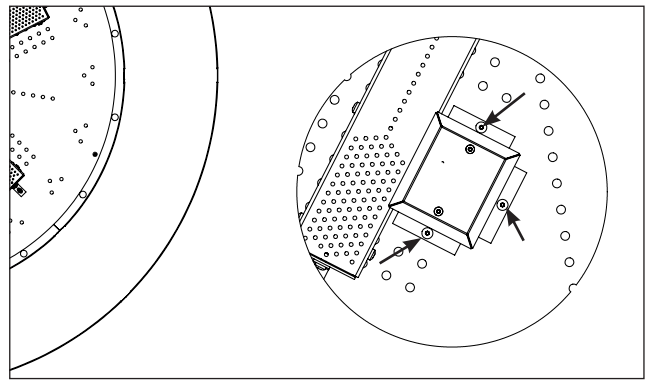


Figure 8: Pilot Cover Removal

4. Remove four (4) T-20 screws securing the log tray to fire pit chassis and lift the media tray up.

5. If the fire pit is to be run using LP, perform the LP conversion at this point. Refer to the LP Conversion section below.

6. **Gas Connection:** Connect gas to the inlet on the open side of the shutoff key valve. Use 3/4 in. fittings only. See Figure 10.

7. **Electrical Connection:** The appliance must use a 24VAC power supply. 24VAC transformer is pre-wired in the unit. See **Electrical Supply** for details.

8. Reassemble the fire pit by completing steps 2-4 in reverse order. Apply thread sealant to the fitting when you reinstall the burner. **Do not over tighten the screws or they might strip; they only need to be snug.**

9. **Media:**

- a. **Note:** Lava rock and crushed glass media come

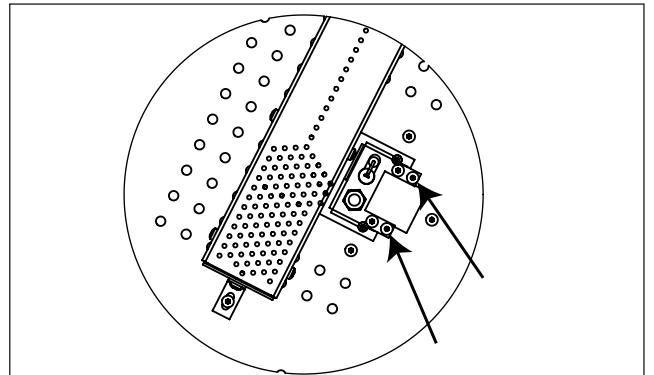


Figure 9: Pilot Mount Removal

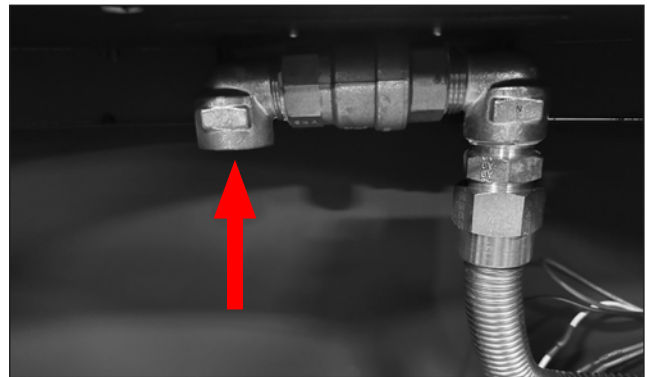


Figure 10: Gas Connection

Initial Installation

QUALIFIED INSTALLERS ONLY

from the factory very dusty. It is recommended that you rinse them before putting it on the media tray.

- b. Add the media to the tray and spread it evenly. Ensure that the outlet port of the pilot cover is not blocked by media.

10. Log Setup (Option) If you are using the optional log set, set up the logs at this point. See log setup section on the next page.

11. Start up the fire pit using the operating instructions in the section below, and confirm that the flame looks similar to Figure 11 and Figure 12.



Figure 11: Halo47 without Logs



Figure 12: Halo40 with Logs

MAIN INSTALLATION (LINEAR STEEL MODELS):

Remove the fire pit from packaging and move it into place.

1. Remove Seven (7) T-20 screws on end of each burner arm. (See Figure 13)
2. Lift the burner and grip the fittings conncted to the burner, turn the fitting counterclockwise to disconnect flex hose from the burner and remove the burner.
3. Remove two (2) T-20 Screws securing the pilot mount on the media tray, Put the cover to the side.
4. Remove the two (2) T-20 screws securing the pilot plate to media tray. After removing the pilot screws, gently push the pilot assembly down thru the cut out on the fire pit media tray. **NOTE: The ignitor is very fragile. Take care not to damage it during installation.**

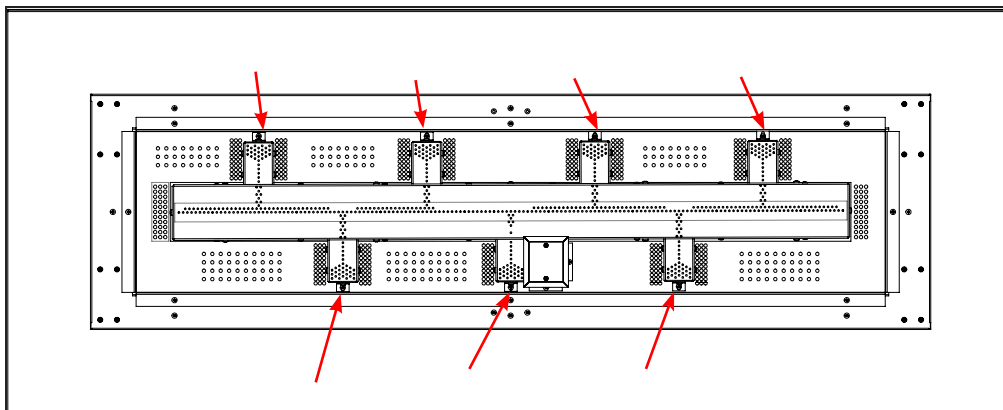


Figure 13: Glass Mount Brackets in Place

Initial Installation

QUALIFIED INSTALLERS ONLY

5. remove eight (8) T-20 screws securing the log tray to fire pit chassis and lift the media tray up.
6. Connect gas to the inlet on the open side of the shutoff key valve. Use $\frac{3}{4}$ in. fittings only. See Figure 10.
7. The appliance must use a 24VAC power supply. 24VAC transformer is pre-wired in the unit. See **Electrical Supply** for details.
8. Reassemble the fire pit by completing steps 2-4 in reverse order. Apply thread sealant to the fitting when you reinstall the burner. **Do not over tighten the screws or they might strip; they only need to be snug.**
9. Wind Guard (Option): If you are installing the optional glass windguard, install now. See Wind Guard instructions.
10. Media:

Note: Lava rock and crushed glass media come from the factory very dusty. It is recommended that you rinse them before putting it on the media tray.

Add the media to the tray and spread it evenly. ensure that the outlet port of the pilot cover is not blocked by media.
11. Start up the fire pit using the operating instructions in the section below, and confirm that the flame looks similar to Figure 14.



Figure 14: Halo 60LS24

Initial Installation

QUALIFIED INSTALLERS ONLY

LOG SET INSTALLATION:

The images below show how to install the optional log set. Take note of the position of the burner arms and the pilot assembly. After setting up the the logs add the remaining media and continue the install instructions.

Figure 15 shows the numbering for the logs used in the steps shown in Figure 16 through to Figure 20.



Figure 15: Log Numbering



Figure 16: Media Level Before Log Setup



Figure 17: Log Setup Step 1



Figure 18: Log Setup Step 2



Figure 19: Log Setup Step 3



Figure 20: Log Setup Step 4

Initial Installation

LP CONVERSION:

QUALIFIED INSTALLERS ONLY

Please read and understand these instructions before installing.

Warning: This conversion kit shall be installed by a qualified service agency in accordance with the manufacturer's instructions and all applicable codes and requirements of the authority having jurisdiction. If the information in these instructions is not followed exactly, a fire, explosion or production of carbon monoxide may result causing property damage, personal injury or loss of life. The qualified service agency is responsible for the proper installation of this kit. The installation is not proper or complete until the operation of the converted appliance is checked as specified in the manufacturer's instructions supplied with the kit.



Figure 21: LP Conversion Kit Contents

Kit Parts List for all Halo Models:

- | | |
|-------------------------------|---|
| 1 - Resideo LP Conversion Kit | 1 - Venturi Mixing Tube |
| 1 - Burner Orifices (LP: #22) | 1 - Pilot Orifice (NG: 0.023 LP: 0.023) |

Carefully inspect all parts supplied with this conversion kit. If any parts have been damaged or are missing, contact your dealer, distributor or courier company to have them replaced before starting this installation.

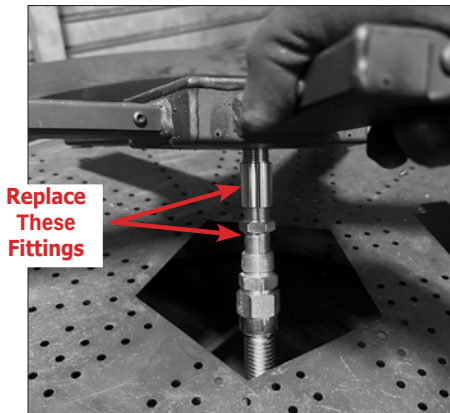


Figure 22: Burner Fittings to Replace

LP CONVERSION PROCESS:

1. Complete the main installation instructions up to step 5 to gain access to the required components.
2. Replace the burner orifice and mixing tube fittings with the LP versions as shown in Figure 22. Picture indicates the direction of gas flow.
3. Remove the NG pilot orifice (shown in Figure 22) from the flexible gas line and the pilot assembly, and replace it with the LP pilot orifice.
4. Remove the screw on the valve box platform shown in Figure 24, slide the valve box toward the center of the unit and remove it from the platform. Be careful of the wires that feed into the bottom of the box.
5. Remove the 8 screws around the top of the valve box (Figure 25) and pop off the top piece to gain access to the valve.
6. Follow the instructions included in the Resideo LP conversion kit to convert the valve for LP operation.
7. Disconnect wire harness if needed.
8. Stick the LP conversion sticker to the valve, reassemble the valve box, and refasten the valve box to the chassis.

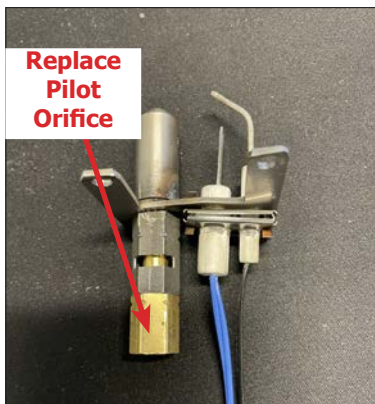
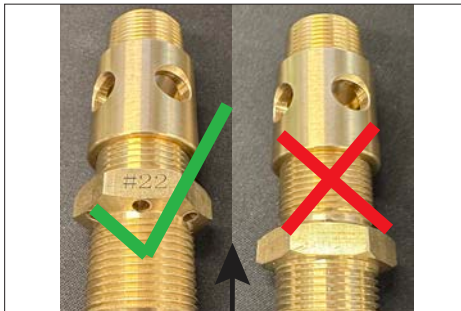


Figure 23: Pilot Assembly

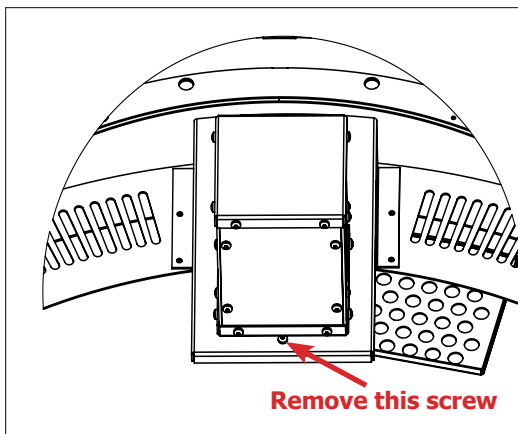


Figure 24: Valve Box Removal

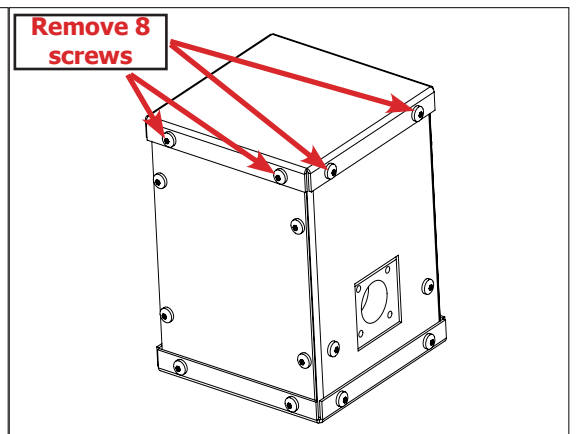


Figure 25: Valve Box Lid Removal

Operating Instructions

For your safety and the longevity of the fire pit, please read the following instructions closely.

BEFORE YOU BURN:

- Read this entire manual, especially the “Safety Precautions” and “Codes and Approvals” sections on pages 2 to 5.
- **Warning:** Lava rock style media can “pop” as it heats up, especially when it is damp. Be sure not to touch the hot pieces that may leave the pit and keep combustible materials out of the vicinity.
- Ensure that any combustible materials, including the fire pit cover or debris, have been removed from the media tray and the burn area.
- Inspect the burner, gas lines, and key components for any damage.
- **Never leave the fire pit running unattended.**
- When done using, wait for the fire pit to cool before putting the cover on.

CONTROLS:

Familiarize yourself with the controls **before** attempting to operate the fire pit.

GAS SHUT OFF KEY VALVE:

A shut off key valve is mounted to the each fire pit. To open and close the key valve, insert the key into the slot located in the horizontal gap on the unit. Rotate the key clockwise to close the valve and counterclockwise to open.

MAIN POWER SWITCH:

The wall mounted main power switch controls the power going to the valve and the LEDs.

BURNER AND LED SWITCHES:

Push button switches mounted on the fire pit are used to control the burner and LEDs independently. The switches are located on the bottom of the fire pit close to the side face underneath the Urbana logo as shown in Figure 27.

Press the switches to toggle them on and off. The switch is in the on position when the button is depressed. For the burner or lights to operate, their respective button switches and the main power switch must be in the on position.



Figure 27: Burner and LED Switch Location

FIRE PIT IN OPERATION:

Warning: This appliance uses an electric ignition system and is not to be lit manually with a lighter, matches, or any similar means. Never leave a fire pit operating unattended.

CHECK AND ADJUST PILOT FLAME:

The pilot flame should envelop 3/8 to 1/2in. (10 to 13mm) of the tip of the flame rod. It should also be in continual contact with the ground electrode. See Figure 28. If the pilot orifice may be partially clogged. Check and repair as necessary. If the pilot flame is hard and noisy, the inlet gas pressure may be too high. the ignition system control has a pilot adjustment mechanism to reduce the pilot flow, if necessary. Use the following procedure:

1. Remove pilot adjustment cover screw. (Pilot adjustment is shipped at full flow rate.)
2. Turn the inner adjustment screw clockwise if the inlet pressure is too high. (If the adjustment screw is used to reduce pilot flow rate, the pilot flame can become too small for reliable system operation if the system inlet pressure drops significantly.)
3. replace the cover screw after the adjustment to prevent gas leakage.

Operating Instructions

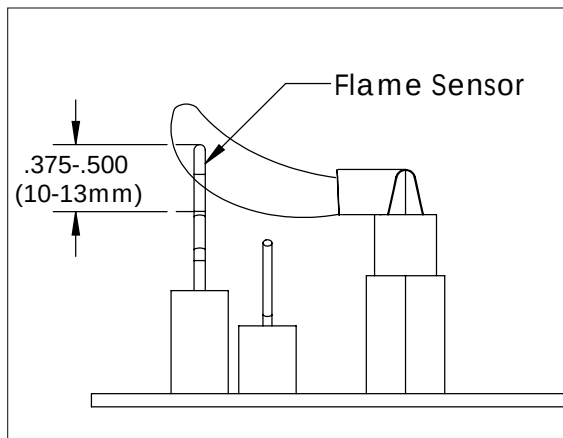


Figure 28: pilot flame adjustment

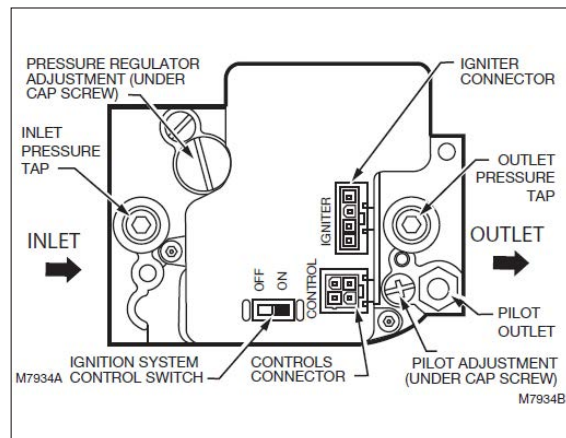


Figure 29: Valve

START UP:

1. Ensure the shut off key valve is open.
2. Initialize the ignition sequence by turning the main power and burner switches on. The ignition sequence is as follows:
 - a. The pilot valve opens and power is sent to the hot surface ignitor.
 - b. The ignitor remains on until the flame sensor confirms the pilot is lit.
 - c. Once the flame sensor confirms the presence of the pilot, the ignitor turns off, the main valve opens, and the pilot lights the main burner.

Note: During the ignition sequence, if the pilot does not light within 30 seconds, the ignitor switches off for 30 seconds before reenergizing for another 30 seconds or until the pilot is lit. If the pilot fails to light within the 90 second ignition trial, the valve enters a five minute retry delay before automatically trying again.

Operating Instructions

MAIN OPERATION:

The main burner and pilot valves remain open until the main power or burner switch is turned off or the flame sensor loses pilot signal.

Note: If the flame sensor no longer detects the pilot flame, the pilot and main burner valves close and the unit attempts to relight itself. If the pilot fails to light after being blown out, the valve enters a five minute retry delay. If the flame is lost and relit more than five times without the burner or main power switch being cycled, the valve enters a five minute retry delay.

SHUT DOWN:

1. Turn off the main power or burner switch and close the shutoff valve.
2. Wait until the fire pit has cooled off before putting the cover on.

Maintenance And Service

Warning: Follow all maintenance recommendations to ensure safe operation and maximum longevity for the fire pit.

USER MAINTENANCE:

- Before each use, the media tray and burner should be inspected for damage and debris by the user.
- It is recommended that the provided cover be used if the not in use for an extended period of time.
- Exposed steel faces should be wiped with a damp cloth periodically. **Never clean the face when it is hot.** Do not use other cleaners as they may leave a residue, which can become permanently etched into the surface.
- At least once a year, it is recommended to have your fire pit inspected and serviced by a qualified gas service technician to ensure the system is clean and working properly.

ANNUAL SERVICE:

Do not service while the unit is hot. Wait until it cools completely before proceeding.

Only use parts specifically approved for this appliance. Failure to do so may result in property damage or personal injury.

1. Ensure the shut off key valve is closed.
2. Remove logs and media from the media tray and clean soot from logs (if applicable). Handle the logs with care.
3. Inspect the burner for damage or warping and clean dirt or debris from any clogged ports.
4. Remove the pilot cover and visually inspect the pilot, ignitor, and flame sensor.

Warning: The hot surface ignitor is very fragile. Be careful not to damage it.

5. Inspect the valve, gas lines, and electrical connections. See the installation section for detail disassembly instructions.

6. If any damage is found during the above steps, discontinue use of the fire pit and contact your dealer.

7. Reassemble the fire pit, add the media, and setup logs (If applicable) according to the installation instructions. Ensure that the outlet port of the pilot cover is not blocked by media.

8. Test operation of burner and LED strip.

Maintenance And Service

The image below shows an exploded view of a Halo47 with a glass burner but it can be used to identify the parts in Halo40 units as well.

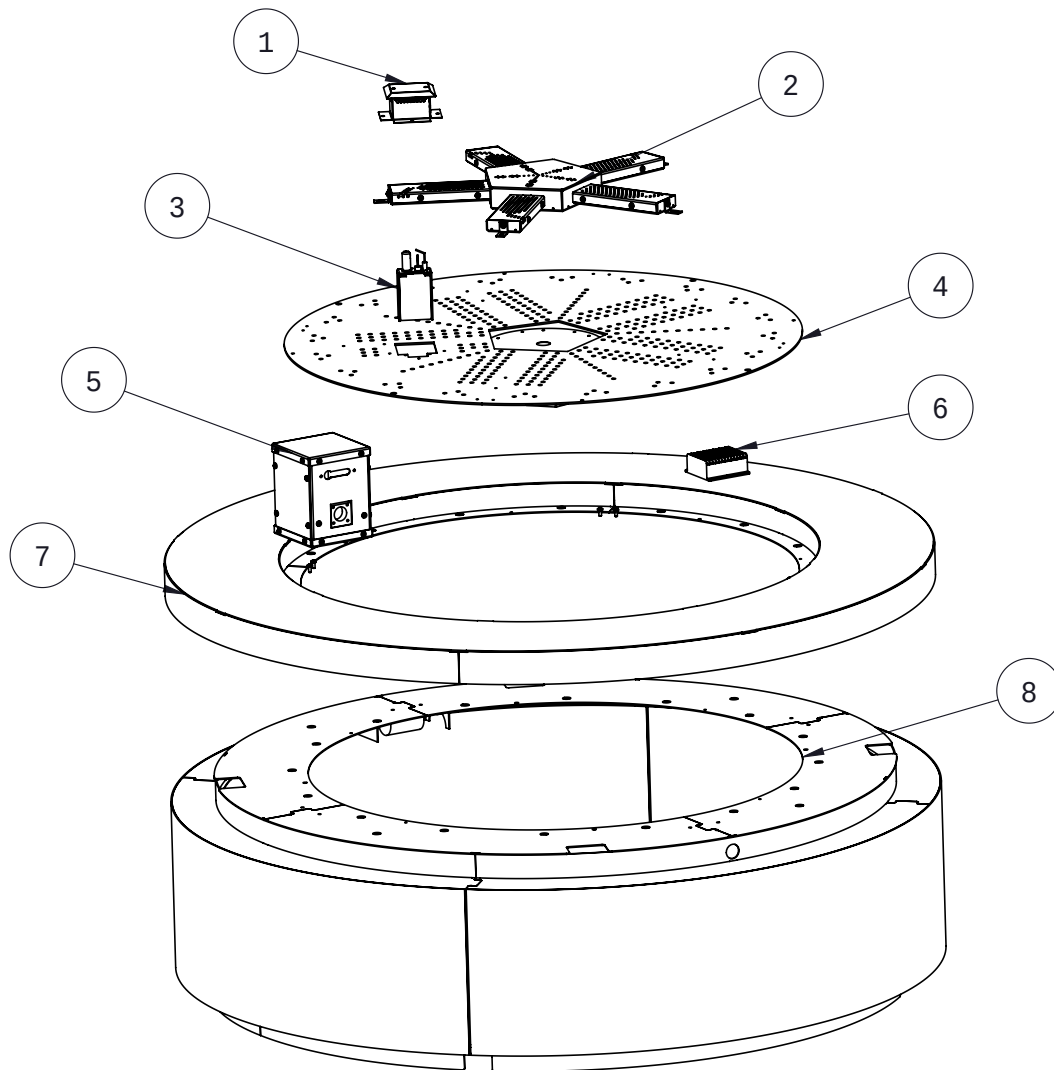


Figure 30: Halo47R Exploded View

Maintenance And Service

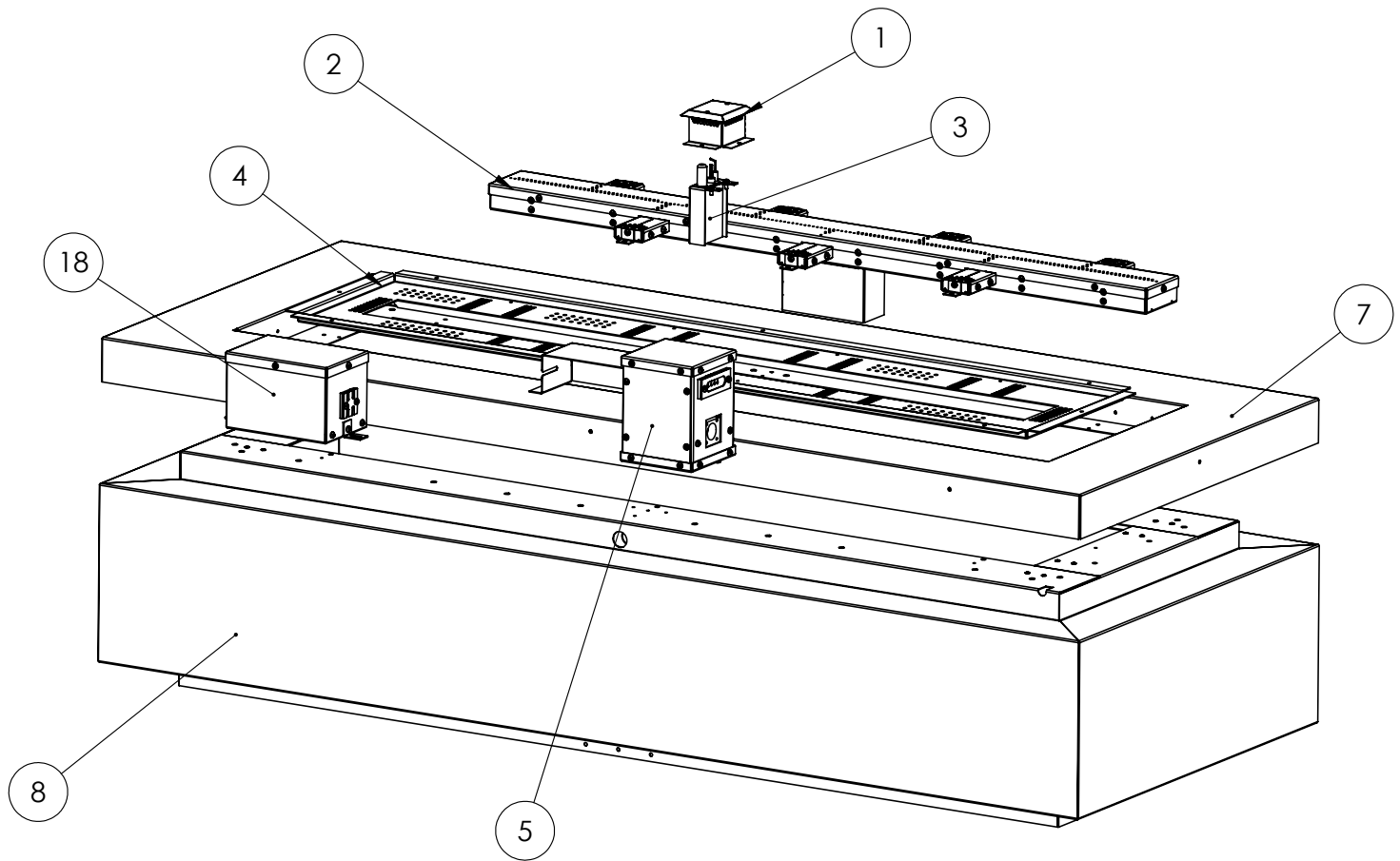


Figure 31: Halo60LS Exploded View

Troubleshooting

Problem	Possible Cause	Solution
No reaction to wall switch	Burner switch not on	• Check that the burner switch is on.
	Problem with power input	• Check transformer input voltage, confirm a minimum of 110VAC. • Check power out of transformer, confirm minimum of 24 VAC.
Hot Surface Ignitor not getting red hot	Problem with power input	• See "No reaction to wall switch".
	Power not reaching the HSI	• Check pilot assembly wiring.
		• Check for damaged HSI or flame sensor.
		• Check for anything contacting the HSI or flame sensor. • Check that wiring matches wiring diagram on page 11.
No pilot flame ignition	Hot surface ignitor not powering up	• See "Power not reaching HSI".
	Air in the gas line	• It takes a while for all the air to purge out of the pilot before gas can reach the pilot and ignite.
	Pilot gas pressure dropout upon main burner gas valve opening	• Check gas mains supply and pressure.
	No gas flow out of the pilot burner	• Check gas valve wirings and connections to the transformer.
		• Check the pilot burner for obstruction.
		• Check the wirings and connections between the pilot assembly and the valve. • Check the correct gas type settings on the valve and pilot burner assembly orifice.
	Not enough air for pilot.	• Check that the pilot cover air inlets are not excessively blocked by media.
Pilot will not remain lit	Problem with Flame Sensor circuit	• Check for proper connection of the Flame Sensor to the valve.
		• Check pilot for full flame impingement around Flame Sensor.
		• If flame is too small, check gas pressure, adjust pilot rate screw, check pilot head for damage.
	Pilot suffocating due to the wind.	• Clear media away from pilot cover air inlets.
Main burner not lighting	No pilot flame ignition	• See "No pilot flame ignition".
Main burner cycling on and off	Pilot going out	• See "Pilot will not remain lit".
LEDs not turning on	LED switch not on	• Check that the LED switch is on.
	Problem with LED power input	• Check transformer input voltage, confirm a minimum of 110 VAC.
		• Check transformer output voltage, confirm a minimum of 24 VAC.
		• Check output voltage of AC to DC rectifier, confirm a minimum of 24 VDC.
		• Check that the wiring matches the wiring diagram on page 11.
	Damage connections or LED strips	• Check LED circuit wiring.
		• Check for damaged LED strip or connectors.

Parts List

Table 1: Halo47 Parts List

Replacement Parts		
Reference Number	Part Description	Part Number
1	Halo Pilot Cover	50-4507
2	Halo Log Burner	50-4454
2	Halo Glass Burner	50-4455
3	Halo Pilot Assembly	50-4508
-	Halo Hot Surface Ignitor	50-4509
4	Halo47 Media Tray	50-4510
5	Halo Valve Box Assembly	50-4512
-	Halo 24 V Valve	50-4513
6	AC to DC 24V Rectifier	50-4514
7	Halo47 Fire pit Chassis Top	50-4515
8	Halo47 Fire pit Chassis Base	50-4516
-	3/4" Key Valve	50-4519
-	Valve Key	50-4520
-	110 to 24 VAC Transformer box	50-4521
-	Halo47 LED Strip	50-4522
	Halo LED Strip Mount	50-4532
	47 inch Steel Fire Pit Cover	50-4506
	Halo Flex Line	50-4524
	Halo Burner/LED Switch Button	50-4525
	Water-proof Electrical Junction Box	50-4526
	Halo Valve Wire Harness	50-4527
	Halo LED Wire Harness	50-4528
	Halo Halo Fire pit Manual	50-4529
Accessories		
Reference Number	Part Description	Part Number
-	Halo Traditional Log Set	50-4374
-	Halo47 Charcoal Lava Rocks	50-4371
-	Halo47 Diamond Black Glass Media	50-4372
-	Halo47 Crushed Black Glass Media	50-4373
-	Halo24 LP Conversion Kit	50-4461
-	12 oz. Can of Satin Black Touch Up Paint	PAINT-12-SB

Parts List

Table 2: Halo40 Parts List

Replacement Parts		
Reference Number	Part Description	Part Number
1	Halo Pilot Cover	50-4507
2	Halo Log Burner	50-4454
2	Halo Glass Burner	50-4455
3	Halo Pilot Assembly	50-4508
-	Halo Hot Surface Ignitor	50-4509
4	Halo40 Media Tray	50-4511
5	Halo Valve Box Assembly	50-4512
-	Halo 24 V Valve	50-4513
6	AC to DC 24V Rectifier	50-4514
7	Halo40 Fire pit Chassis Top	50-4517
8	Halo40 Fire pit Chassis Base	50-4518
-	3/4" Key Valve	50-4519
-	Valve Key	50-4520
-	110 to 24 VAC Transformer box	50-4521
	Halo40 LED Strip	50-4523
	Halo LED Strip Mount	50-4532
	Halo 40 Fire pit Cover (Steel unit)	50-4505
	Halo Flex Line	50-4524
	Halo Burner/LED Switch Button	50-4525
	Water-proof Electrical Junction Box	50-4526
	Halo Valve Wire Harness	50-4527
	Halo LED Wire Harness	50-4528
	Halo Halo Fire pit Manual	50-4529
Accessories		
Reference Number	Part Description	Part Number
-	Halo Traditional Log Set	50-4374
-	Halo Charcoal Lava Rocks	50-4371
-	Halo Dimond Black Glass Media	50-4372
-	Halo40 Black Crash Glass Media	50-4373
-	Halo24 LP Conversion Kit	50-4461
-	12 oz. Can of Satin Black Touch Up Paint	PAINT-12-SB

Parts List

Table 3: Halo60 Parts List

Replacement Parts		
Reference Number	Part Description	Part Number
1	Halo60L Pilot Cover	50-4535
2	Halo60L Burner	50-4536
3	Halo Pilot Assembly	50-4508
-	Halo Hot Surface Ignitor	50-4509
4	Halo60L Media Tray	50-4537
5	Halo Valve Box Assembly	50-4512
-	Halo 24 V Valve	50-4513
7	Halo60L Fire pit Chassis Top	50-4538
8	Halo60L Fire pit Chassis Base	50-4539
-	3/4" Key Valve	50-4519
-	Valve Key	50-4520
-	110 to 24 VAC Transformer box	50-4521
-	Halo60L LED Strip	50-4540
	Halo LED Strip Mount	50-4532
	Halo Flex Line	50-4524
	Halo Burner/LED Switch Button	50-4525
	Water-proof Electrical Junction Box	50-4526
	Halo 60L Valve Wire Harness	50-4543
	Halo 60L LED Wire Harness	50-4544
	Halo Halo Fire pit Manual	50-4529

Accessories		
Reference Number	Part Description	Part Number
-	Halo Traditional Log Set	50-4374
-	Halo47 Charcoal Lava Rocks	50-4371
-	Halo47 Diamond Black Glass Media	50-4372
-	Halo47 Crushed Black Glass Media	50-4373
-	Halo24 LP Conversion Kit	50-4461
-	12 oz. Can of Satin Black Touch Up Paint	PAINT-12-SB

Sherwood Industries Ltd. ("Sherwood") hereby warrants, subject to the terms and conditions herein set forth, this product against defects in material and workmanship during the specified warranty period starting from the date of original purchase at retail. In the event of a defect of material or workmanship during the specified warranty period, Sherwood reserves the right to make repairs or to assess the replacement of a defective product at Sherwood's factory. The shipping costs are to be paid by the consumer. All warranties by Sherwood are set forth herein and no claim shall be made against Sherwood on any oral warranty or representation.

Conditions

- ☞ A completed warranty registration must be submitted to Sherwood within 90 days of original purchase via the online warranty registration page or via the mail-in warranty registration card provided. Have the installer fill in the installation data sheet in the back of the manual for warranty and future reference.
- ☞ This warranty applies only to the original owner in the original location from date of install.
- ☞ The unit must have been properly installed by a qualified technician or installer, and must meet all local and national building code requirements.
- ☞ The warranty does not cover removal and re-installation costs.
- ☞ Sherwood Industries Ltd. reserves the right to make changes without notice.
- ☞ Sherwood Industries Ltd. and its employees or representatives will not assume any damages, either directly or indirectly caused by improper usage, operation, installation, servicing or maintenance of this appliance.
- ☞ A proof of original purchase must be provided by you or the dealer including serial number.

Exclusions

An expanded list of exclusions is available at www.urbanafireplaces.com/warranty.html

This warranty does not cover:

- ☞ Damage as a result of improper usage or abuse.
- ☞ Damage caused from over-firing due to incorrect setup or tampering.
- ☞ Damage caused by incorrect installation.
- ☞ **Concrete Base Exclusions:** Sherwood's warranty covers against cracks and breaks in the concrete resulting from structural defects only. Damage due to impact or overloading are not covered by this warranty. Non-structural hairline cracks, chips, and scratches are not covered. Nor are slight variations in dimensions, surface texture, or colour. The product will naturally age over time due to use, heat, flame, and weather. Aging or maturing of the concrete is not covered.

To the Dealer

- ☞ Provide name, address and telephone number of purchaser and date of purchase.
- ☞ Provide date of purchase. Name of installer and dealer. Serial number of the appliance. Nature of complaint, defects or malfunction, description and part # of any parts replaced.
- ☞ Pictures or return of damaged or defective product may be required.

To the Distributor

- ☞ Sign and verify that work and information are correct.

Sherwood Industries Ltd.

6782 Oldfield Road, Victoria, BC . Canada V8M 2A3

Online warranty registration: www.urbanafireplaces.com/product-registration/

Category	One Year	Two Year	Limited Lifetime (7yr)
Parts ¹ (unit serial number required)		✓	
Burner Assembly			✓
Steel Unit Base (excluding finish) ²			✓
Concrete Unit Base (see exclusions)	✓		
Valve & Pilot Components (Except HSI)		✓	
Hot Surface Ignitor	✓		
Electrical Components		✓	
Ceramic Logs ³		✓	
Windguard Glass ⁴		✓	
Labour	✓		

¹ Whereas warranty has expired, replacement parts will be warrantied for 90 days from part purchase date. Labour not included. Unit serial # required.

² Exterior Surface finishing covers plating, enamel or paint and excludes colour changes, chipping, and fingerprints. Travel costs not included.

³ Log set excludes wear and tear or breakage caused by cleaning or service.

⁴ Glass is covered for thermal breakage. Photos of box and unit serial # must be supplied for breakage due to shipping.

Installation Data Sheet

The following information must be recorded by the installer for warranty purposes and future reference.

NAME OF OWNER:

ADDRESS:

PHONE: _____

NAME OF DEALER:

ADDRESS:

PHONE: _____

MODEL: _____

SERIAL NUMBER: _____

DATE OF PURCHASE: _____ (dd/mm/yyyy)

DATE OF INSTALLATION: _____ (dd/mm/yyyy)

☐ NATURAL GAS (NAT) ☐ PROPANE(LPG)

INLET GAS PRESSURE: _____ in wc

MAIN BURNER ORIFICE: _____ # DMS

PILOT ORIFICE # _____ OR _____ in diam.

INSTALLER'S SIGNATURE:

NAME OF INSTALLER:

ADDRESS:

PHONE: _____

MANUFACTURED BY:
SHERWOOD INDUSTRIES LTD.
6782 OLDFIELD RD. SAANICHTON, BC, CANADA V8M 2A3
www.Urbanafireplaces.com

URBANA

LUXURY FIREPLACES

Manufactured by: Sherwood Industries Ltd.
6782 Oldfield Rd. Saanichton, British Columbia, Canada V8M 2A3

www.urbanafireplaces.com

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