



FLAMECRAFT

Duo Fire Pit Manual

THE DUO COLLECTION



Duo Fire Pit Manual



IMPORTANT

Occasionally, we update our FlameCraft Duo Gas Fire Pit manual with important changes. Please scan the QR code to see the most up-to-date version.



IMPORTANT

This document contains essential information for the safe installation and operation of this fire product. Instructions are modified or updated as needed. Before Installation, it is the installer's responsibility to periodically review the current version of instructions for applicable updates. The instructions must be strictly followed to qualify for a product warranty with the product manufacturer. The warranty will be void if it is not followed.

Installation

WARRANTY REQUIREMENT:

Warranty is void if product is altered.

WARNING: For outdoor use only. Do not use in an enclosed space.

WARNING: This product must be installed by a licensed gas professional that is locally licensed by the authority having jurisdiction in gas piping. We highly recommend a professional certified in the U.S. by the National Fireplace Institute (NFI). The installer must follow all instructions carefully to ensure proper performance and safety.

WARNING: Confirm this appliance is built for the gas type being used – Natural Gas or Propane. Do not use Natural Gas configured appliances with Propane. Do not use Propane configured appliances with Natural Gas.

WARNING: To prevent damage or serious injury, ensure all connections are leak-tested prior to operation and use.

WARNING: Fuel line sizing is the responsibility of the installer and must be able to supply the stated maximum BTU output for the product.

WARNING: Gas Plumbing Connections: The installer should only use joint compound or tape that is resistant to all gases. Apply joint compound to all male pipe fittings only. Do not use joint compound on flared or tapered fittings. Be sure to tighten every joint securely.

WARNING: For systems with an extended or detached valve box, the area in which the valve box is installed must conform with all installation requirements, including but not limited to location, construction, venting and local codes. Failure to do so may result in personal injury, property damage, or explosion.

WARNING: Do not use gasoline or store near flammable liquids or gases.

Operation / Use

WARNING: It is highly recommended that the fire pit remains covered when not in use.

WARNING: Do not leave this product unattended when in use.

WARNING: Before use, test all gas connections for leaks. Do not use the fire pit if there is any evidence of leaking gas. If leaking gas is suspected, turn off the main gas supply and call a licensed gas professional. If you smell gas, shut off the product. If the odor continues, call your gas provider or the fire department.

WARNING: Do not use the fire pit if the burner or media have been submerged under water. Immediately call a qualified technician to inspect the fire pit.

WARNING: Keep out of the reach of children.

WARNING: Do not wear loose fitting clothing while using this fire product. Fabric may ignite and result in a severe injury.

WARNING: Never use any material that is non-porous and holds moisture, such as gravel, pebbles, etc. This material is not sufficiently porous to allow heated steam to readily escape. When heated, any moisture inside this material will boil and fracture unexpectedly, which can cause personal injury or damage.

WARNING: Solid fuels cannot be burned in the fire pit. Real wood logs, leaves, sticks, paper, clothing, food, and plastic should be kept away from the fire pit. Do not use the fire pit for cooking. Make sure there is no vegetation or other objects over the top or sides of the fire pit that could interfere with safe operation.

WARNING: If fire media is wet, allow the fire pit to burn until media is dry while remaining a safe distance away (at least 20 feet from the fire pit).

Maintenance / Service

WARNING: Any component removed for servicing must be replaced prior to operating the fire pit.

WARNING: Installation, service, and repair should be done by a licensed gas professional or NFI certified gas specialist. The fire pit should be inspected prior to use and at least annually.

WARNING: Ensure gas and power (if applicable) are shut off and fire pit is cool before servicing.

WARNING: Keep any debris out of the burner and fire pit, and keep air mixer clear.

WARNING: Periodical inspection by a qualified service technician of the air-intake is required to ensure proper performance.

WARNING: If there is any evidence of damage, the burner must be replaced as specified by the manufacturer.



IMPORTANT

Please consult your burner manual.

WARNING: Refer to the burner manual for gas conversion requirements. Any gas conversion must be done by a licensed gas professional and in strict accordance with the burner manual.

WARNING: Refer to the burner manual for clearances to combustibles.

WARNING: Refer to the burner manual for yearly maintenance protocol.



PROP 65 WARNING

WARNING:

This product can expose you to chemicals, including Carbon Monoxide and Benzene, which are known to the State of California to cause cancer, birth defects, or reproductive harm. For more information, visit www.P65Warnings.ca.gov.



IMPORTANT

Please carefully read and follow the instructions in this manual to prevent personal injury, property loss, or death.

Contents

Required Tools 4

Included with Your Fire Pit 5

Accessories. 5

Unpacking 6

Base Placement 6

Leveling the Fire Pit 6

Securing Top & Bottom of Fire Pit 6

Ignition System Installation 7

Gas Connections 7

Fire Media Installation 9

Operating Instructions 10

Warranty Information 12

Routine Cleaning, Maintenance & Repair 14

Required Tools

Before you start assembling your fire pit, make sure you have the following:

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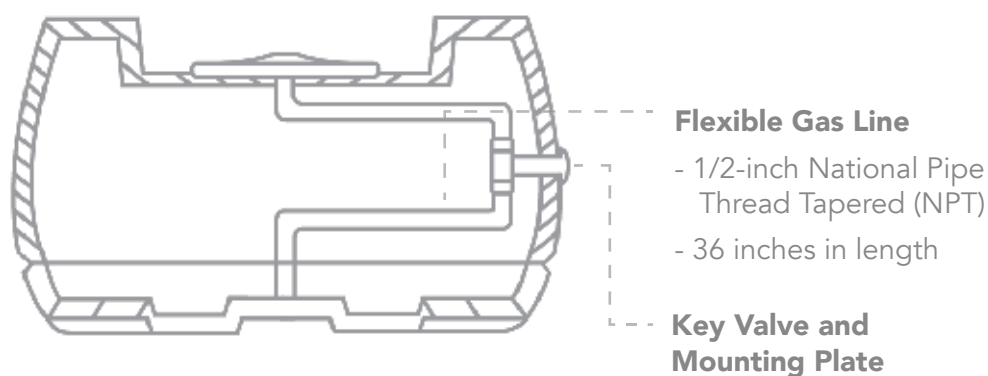
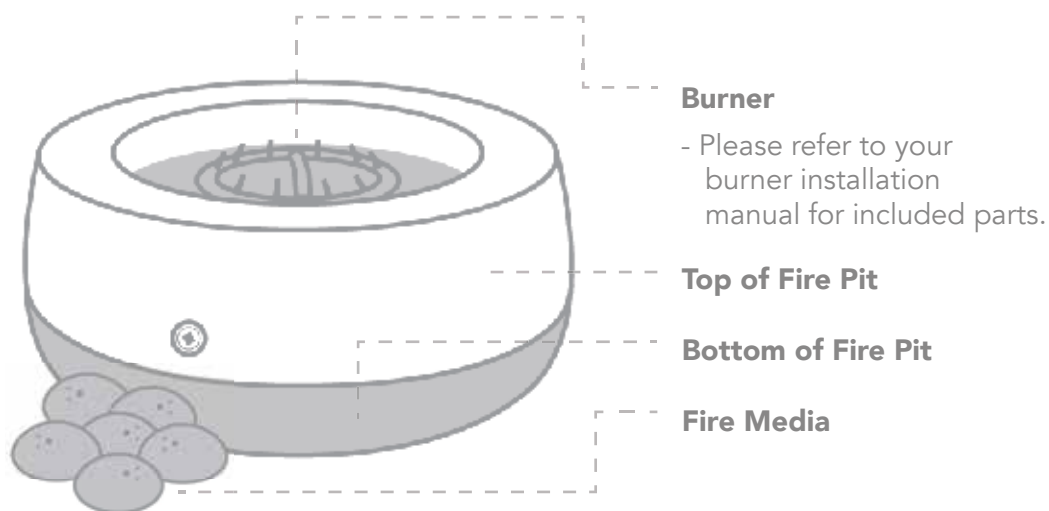
2 Open-Ended Wrenches
to secure gas connections
- 

A Utility Knife
to remove packaging
- 

Sturdy Gloves
for protection during installation and media placement
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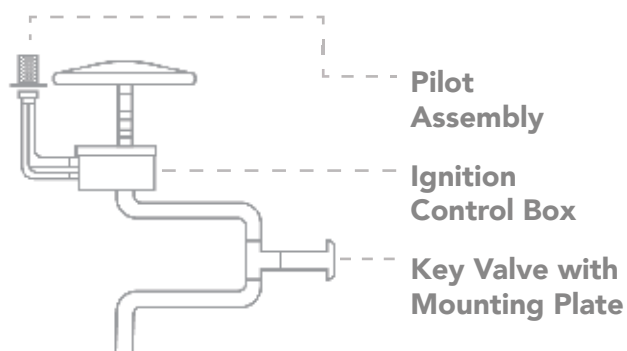
A Buddy
to help carry the Duo to the location of installation and to safely secure the top of the fire pit to the bottom

Included with Your Fire Pit



Duo Side View (cut in half)

Included With Electronic Ignition Models Only



Unpacking

- Do not discard any packaging until assembly is complete and your fire pit has been tested.
- Keep your Duo Fire Pit installation manual and your burner installation manual in a safe place for future reference.

Base Placement

Please consult your burner manual for clearance requirements before choosing the location of your fire pit.

- With the help of a buddy, place the base in your desired final location.
- Make sure the base is placed on a clean, hard, flat, non-combustible surface. Avoid areas that collect water.
- Wrap furniture blankets around the entire body of the fire pit to protect it against external and internal damage, and tape blankets in place with quality tape. If using a piano/carpet dolly, place a piece of plywood between dolly and table for increased stability.
- **DO NOT** use a wheelbarrow or any other type of unbalanced equipment.

Leveling the Fire Pit

- Set a leveling tool on top of the base to double-check that it's evenly balanced.
- Proceed to securely attaching the top of the fire pit to the base.

Securing the Top & Bottom of the Fire Pit



Place the top half directly over the bottom, and connect the two notches together.

When aligned correctly, the top (male) will interlock with the bottom (female).

Ignition System Installation

All fire pits, match-lit kits and electronic ignition systems are designed and intended for outdoor use only.

Match-Lit Ignition:

- i. The fire pit comes with a standard match-lit ignition, consisting of the key valve and customer-provided source of heat.
- ii. **Make sure there is a gas shutoff located on the exterior of your fire pit to allow for emergency shut-off and maintenance.**

Electronic Ignition:

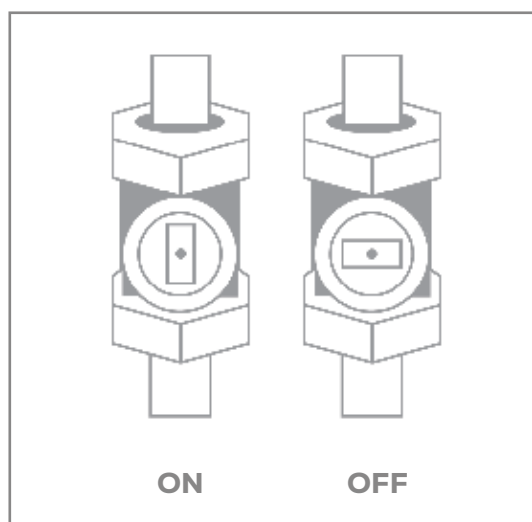
- i. All the pilot assembly parts come preconnected to the pan and burner.
- ii. Gently tug on the wires to make sure the connection is secure, both on the control box and the flared connection.
- iii. Once all connections are secure, preform a gas leak test before operation.

Gas Connections

Please consult your burner manual for hooking up gas line connections and clearance to combustibile materials.

Before You Begin:

- **Consult your burner manual for clearance requirements.**
- Check to make sure your gas valve is in the OFF position before starting your gas connections.
- Make sure the correct orifices are installed for the fuel type you are using. **Please see your burner manual for orifice sizing information. (The correct orifice should be included and pre-installed in your burner package)**
- Use only joint compound or tape that is resistant to all gases. Apply joint compound to male pipe fittings only — do not use on flared fittings.



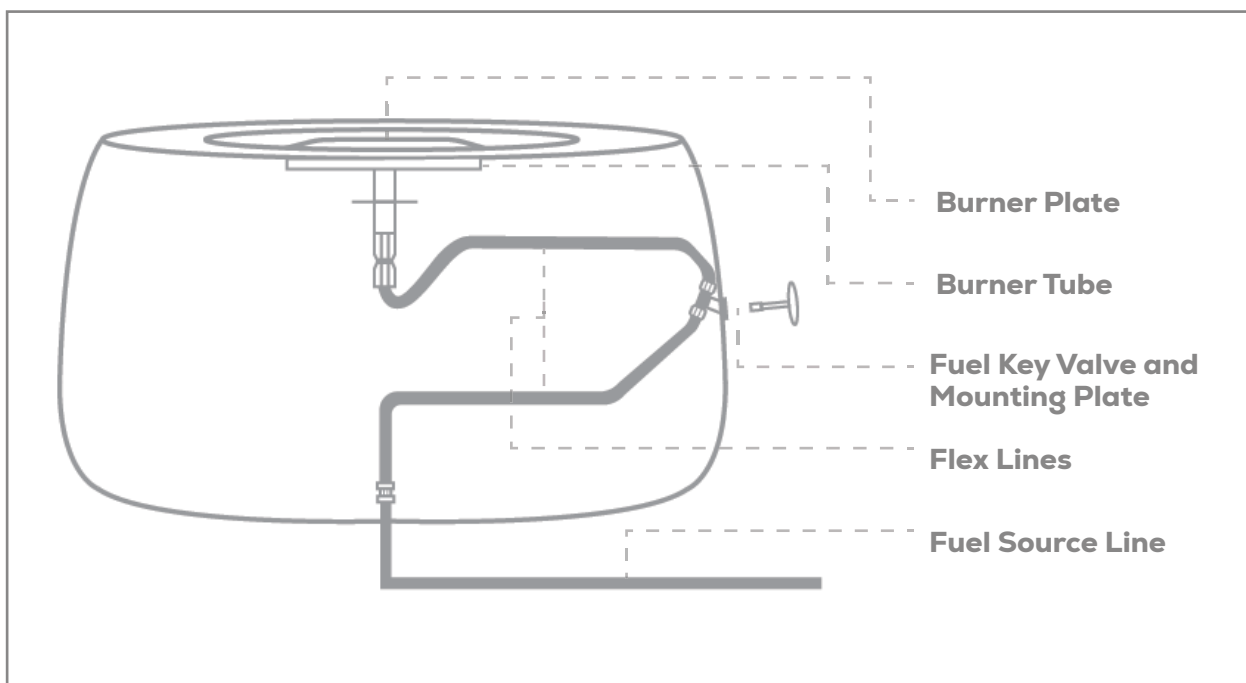
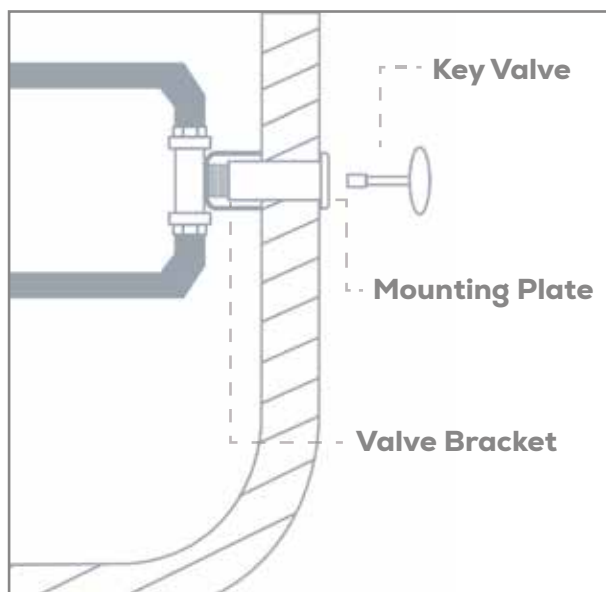
Gas Connections Continued

Propane Configurations:

- i. For Propane tank installations, your unit will come with a gas regulator hose.
- ii. Feed the hose through one of the four raised openings on the bottom of the fire pit, then connect the hose to the shut-off valve.
- iii. Connect the regulator hose to the Propane tank, then tighten it by hand.
- iii. Use two open-ended wrenches to tighten all connection points. After the connections are finger-tight, make an additional quarter-inch turn with your wrenches to lock them into place.

Natural Gas Configurations:

- i. Hard-piped installations will require a permanent gas line. **If a gas line is not installed, you must hire a professional to install one and hook up your fire pit.**
- ii. Connect to the shut-off key valve or electronic ignition from your gas supply line.

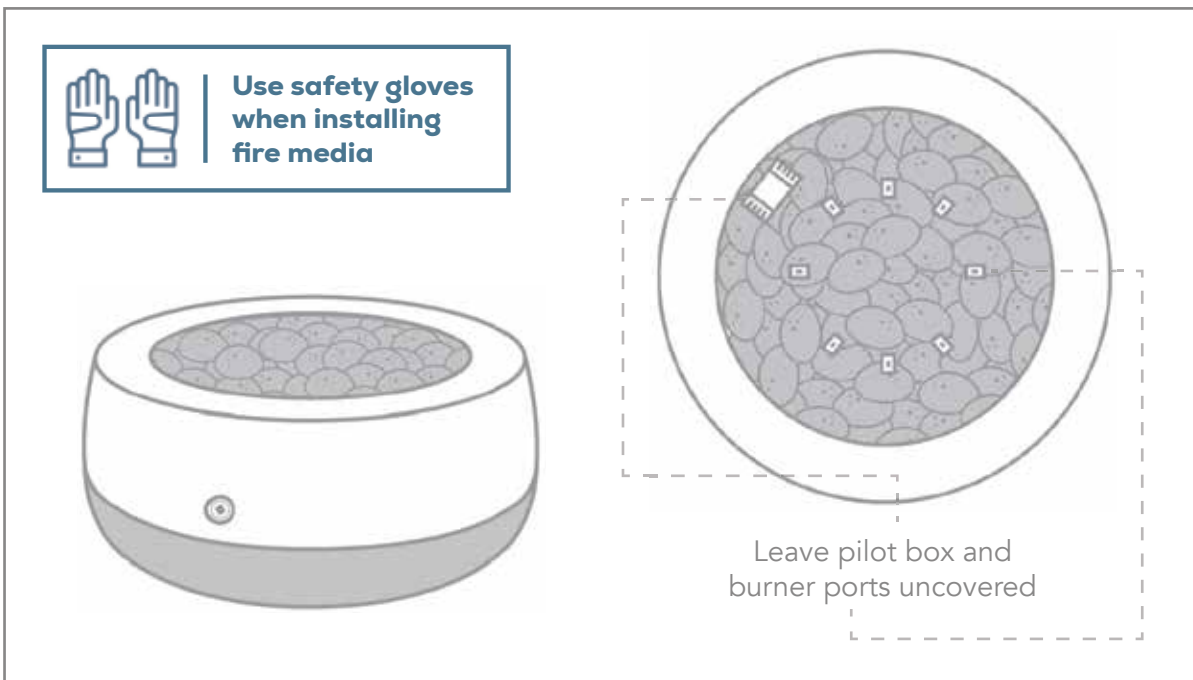


Fire Media Instructions

Please refer to your burner manual for a list of approved fire media.

- Wear a pair of sturdy gloves to install your media to avoid injuries from shards of fire glass or lava rock.
- **Do not dump in fire media.**
Scatter all included or approved media on top of the flat burner pan and evenly spread it across the entire burner surface.
- For lava rock installation, apply the media only deep enough to cover the burner ring and pan — less than 2 inches above the fire ring.
- For decorative fire glass, cover the burner with $\frac{1}{8}$ to $\frac{1}{4}$ -inch of glass. Do not overfill.
- **Do not operate your fire pit without media.**
- Do not cover burner orifices with more than 1 inch of burning media.
- For electronic ignition models, do not cover the pilot hood assembly with media.
- Use only approved log sets for fire pits.
- 1/2-inch or less fire glass is not recommended.

Proper Fire Media Installation:



Operating Instructions



IMPORTANT

Before operating your Duo Fire Pit, ensure all gas connections are properly tightened and thoroughly checked for leaks.



IMPORTANT

Refer to your burner manual for information on proper leak detection and other critical information.



IMPORTANT

All fire pits with electronic ignition systems must be turned OFF via wall switch when not in operation.



IMPORTANT

Before you begin operating your fire pit, make sure it's clear of debris, the cover is removed, if applicable, and the unit is safe to start.

Match-Lit Ignition Configurations

- With the valve on the fire pit in the OFF position, open the valve on your Propane tank or Natural Gas supply.
 - Double-check to make sure there are no gas leaks at the regulator or inlet side of the valve.
 - i. If a leak is detected, immediately shut off the gas supply and wait 5 minutes to allow gas to dissipate. Fix any leaks before proceeding.
 - Ignite a match or log lighter and hold the open flame directly over the burner with the gas valve and key valve still in the OFF position.
 - Slowly turn your gas valve to the ON position. The gas line will fill up and flow to the key valve.
 - Slowly turn the key valve to the ON position to release gas to the burner.
 - Adjust the flame to your desired height.
 - To extinguish the fire pit, turn your gas valve and key valve to the OFF position.
-

Electronic Ignition Configurations

- To ignite your fire pit, turn ON the electronic device you are using as your power supply.
- Within 10 seconds of power application, the pilot flame should be visible (at night).
- Within 10 seconds of pilot flame ignition, the burner should ignite.
- For troubleshooting, consult your specific burner manual.

Please consult your burner manual for clearance requirements before choosing the location of your fire pit.

Warranty Information

Except as noted herein, this FlameCraft product is warranted by the product manufacturer to the original purchaser as follows:

Concrete:

1 year (defects in material and workmanship)

Electronics, Gas Valves, & Pilot Assembly:

Commercial - 6 months; Residential - 1 year

Stainless Steel & Aluminum Pans:

Commercial - 1 year; Residential - 3 years

Burner Ring & Burner Bars:

Lifetime Warranty

Electrodes & Spark Igniters

Not Warranted

Details Related to the Warranty

- This FlameCraft product is warranted to the original purchaser to be free from defects in material and workmanship for the periods provided above and commences from the date of purchase.
- The warranty on parts and in-house labor will apply only to claims presented to us by FlameCraft's original customer and is in lieu of all other warranties expressed or implied.
- Through its manufacturer and at its election, FlameCraft will repair or replace the product or make appropriate adjustments where FlameCraft's inspection discloses any defects occurring in normal usage within the listed time periods.
- Concrete should be inspected prior to installation, and any defects in material and workmanship must be reported immediately. Changes in appearance characteristics will naturally occur over time, much like that of a natural stone. Efflorescence (the formation of a residue on the surface area) is natural and common in all cement-bodied materials. This is an expected and fully harmless feature of concrete.

Warranty Exclusions

- This warranty excludes claims for incidental or consequential damage and indirect collateral expenses arising from product defects or warranty recovery. FlameCraft's manufacturer partners, including ULc, UL, or CSA Certified models, cannot be altered or modified in any way.
- FlameCraft and its manufacturing partners are not responsible for local codes, and a product that is not approved for installation is not covered under warranty. Please check with your local authorities or governing agencies for proper approvals before purchasing and installing.
- FlameCraft and its manufacturing partners are not responsible for damage caused by overheating, modification, abuse, improper storage, installation, or maintenance.
- FlameCraft and its manufacturing partners are not responsible for surface-level rust on stainless steel products.
- FlameCraft and its manufacturing partners are not responsible for the actions of the installer, including negligence and any modifications to the product.
- Any labor involving installation or maintenance of the unit is not covered.
- No warranties are made against crazing, scratching, or wear, including improper alteration of the surface with sealers or grout, falling objects, abuse, misuse, exposure to extreme temperatures, using improper chemicals or compounds to clean, or other similar incidents.
- No claims for concrete will be accepted past the initial one-year warranty period.
- Damage to the product caused by installation, accident, misuse, abuse, or improper maintenance is not covered by this warranty. With respect to the product, variations in color, shade, tonality, crazing, shrink, and texture are inherent characteristics thereof and are not defects. Variations in facial dimensions and thickness will be allowed as per industry standards.
- FlameCraft and its manufacturing partners are not liable for any direct or indirect costs associated with the repair or replacement of the product, including removal, installation, or reinstallation of the product.

To obtain service of the warranty, please contact us at (800) 919-1904 to be put into contact with the manufacturer for details on the warranty process for your FlameCraft product.

Routine Cleaning & Maintenance

- i. Mild cleansers are the best way to clean your product. Generally, warm, soapy water applied with a clean sponge or microfiber cloth is all that is necessary to keep your Duo in tip-top shape.
- ii. Avoid harsh chemicals, such as lacquer-based thinners, acetone, denatured alcohol, ammonia, or bleach, as well as abrasive cleaners and scrubbing pads.
- iii. Use only pH-neutral, non-abrasive cleansers to avoid damage to the factory-applied sealer.
- iv. Make sure to clean up spills and splashes as quickly as possible and do routine cleaning as needed. Acidic products, like vinegar and lemon juice, may stain and remain in place if not immediately removed.
- v. If the concrete comes sealed by the manufacturer, we recommend any resealing be done with the same or equivalent sealer. Please see the manufacturer of the sealer for specific care and maintenance.

Repair

Concrete might stain or scratch over time. These imperfections do not diminish or affect the quality of the product. However, if you believe your concrete needs repair, please reach out to us for one of our DIY concrete repair kits or seek the advice of a professional stone resurfacing contractor or professional precast company.



IMPORTANT

It's very important to care for your Duo Fire Pit properly, and as directed, to ensure the natural beauty of the concrete remains over time.

Notes:

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