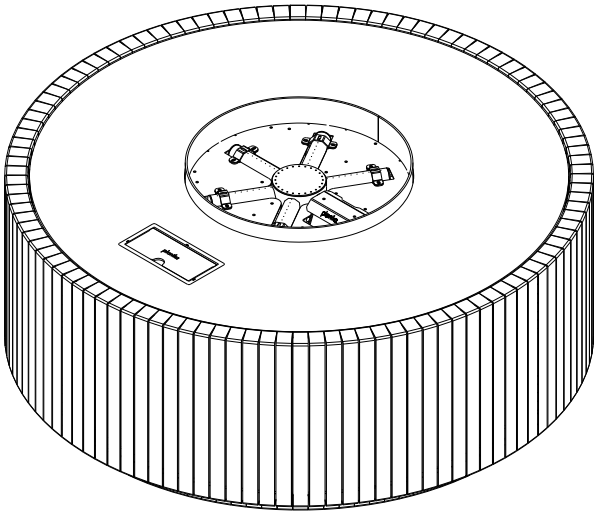
planika

OWNER'S MANUAL

STELLA TABLE

G30/G31 (Propane-Butane/Propane) or G20/G25 (Natural Gas)



⚠ DANGER

If you smell gas:

- **Shut off gas to the appliance.**
- **Extinguish any open flame.**
- **If odor continues, keep away from the appliance and immediately call your gas supplier or fire department.**

⚠ 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.

⚠ 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.

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

Complies with:

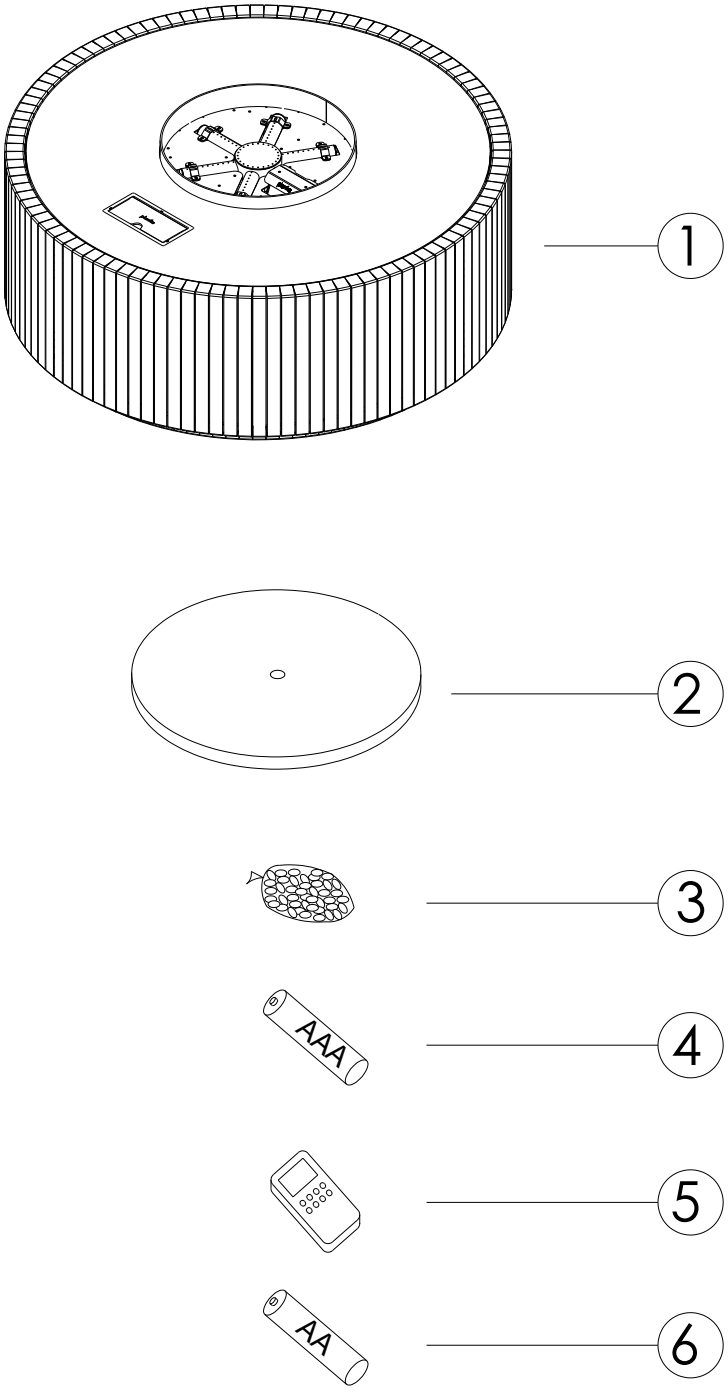
ANS Z21.97-2014 CSA2.41-2014 Outdoor Decorative Gas Appliance

IT IS OBLIGATORY TO READ AND KEEP THIS INSTRUCTION.

TABLE OF CONTENTS

1. PACKAGE CONTENTS 3
2. SAFETY INSTRUCTIONS 4
3. ASSEMBLY INSTRUCTIONS 7
   3.1. Unboxing and installation 7
   3.2. Gas cylinder montage (only LPG version) 8
   3.3. Natural gas connection 10
4. OPERATION INSTRUCTIONS 10
   4.1. General Notes 10
   4.2. Replacing the batteries 11
   4.3. Remote control 11
   4.3.1. Setting fahrenheit or celsius 12
   4.3.2. Setting the time 12
   4.3.3. Child proof 12
   4.3.4. Switch the Fire ON and OFF 12
   4.3.5. Stand-by mode (Pilot flame) 14
   4.3.6. Flame height adjustment 14
   4.3.7. Flame height directly to minimum position 14
   4.3.8. Flame height directly to maximum position 14
   4.3.9. Countdown timer 15
   4.3.10. Automatic Turn Down To Pilot 15
   4.3.11. Automatic Shut Off 15
   4.4. Touchpad 15
5. TESTING 16
   5.1 Checking for gas leaks. 16
   5.2 Checking the flame appearance. 17
6. MAINTENANCE AND UPKEEP 17
   6.1. Testing and cleaning 17
7. WARRANTY 17
8. TROUBLESHOOTING 18
8.1. SERVICE 18
9. MANUFACTURER'S CONTACT DETAILS 18

1. PACKAGE CONTENTS



Part	Description	Quantity
1	Burner with gas hose and pressure regulator	1
2	Round top plate	1
3	Bag of decorative stones	1
4	AAA Batteries	2
5	8 Button remote control	1
6	AA Batteries	4

2. SAFETY INSTRUCTIONS

Please read and understand this entire manual before attempting to assemble, operate or install the product.

This manual contains important information about the assembly, operation and maintenance of this patio heater. General safety information is presented in these first few pages and is also located throughout the manual. Keep this manual for future reference and to educate new users of this product. This manual should be read in conjunction with the labeling on the product. Safety precautions are essential when any mechanical or propane-fueled equipment is involved. These precautions are necessary when using, storing, and servicing this item. Using this equipment with the respect and caution demanded will reduce the possibilities of personal injury or property damage. The following symbols shown below are used extensively throughout this manual. Always heed these precautions, as they are essential when using any mechanical or fueled equipment.

WARNING

Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.

WARNING

Young children should be carefully supervised when they are in the area of the appliance.

WARNING

Clothing or other flammable materials should not be hung from the appliance or placed on or near the appliance.

WARNING

Any guard or other protective device removed for servicing the appliance shall be replaced prior to operating the appliance.

WARNING

Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative that the control compartment, burners, and circulating air passageways of the appliance are kept clean.

WARNING

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 and any gas control that has been under water.

WARNING

California - P65Warnings : This product when used with propane/butane gas can expose you to chemicals including Di(2-ethylhexyl) phthalate (DEHP), which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov

- For use outdoors or in amply ventilated areas only. The use of this appliance in enclosed areas is DANGEROUS and is PROHIBITED.
- An amply ventilated area must have a minimum of 25 % of the surface area open. The surface area is the sum of the walls surface.

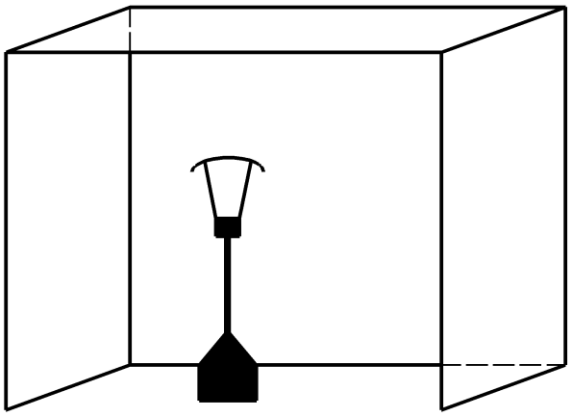


Fig 1 – Minimum ventilation area

- Do not move the appliance when in operation.
- Shut off the valve at the gas cylinder or the regulator before moving the appliance.
- In case of violent wind precautions must be taken against tilting of the appliance.
- This appliance must be used, and the gas cylinder stored, in accordance with the regulations in force.
- The STELLA TABLE fireplace should be installed and controlled annually according to the below installation manual as well as enforced national and local laws regarding gas safety (installation and use).
- One needs to assess whether the data one the product plaque complies with the local type of gas and pressure.
- Do not change the structure of the device or its sealed elements nor modify the default settings of the STELLA TABLE fireplace.
- Do not set any additional imitation blocks nor any glowing coal fragments on the burner or in the combustion chamber.
- A CO2 or a powder fire extinguisher needs to be placed near the device.
- During the first ignition the STELLA TABLE fireplace needs to be burnt on maximum level for a few hours in order for the elements to acquire correct temperature and for the remains of paint, lacquer and lubricant to evaporate.
- Do not move the device while it's working.
- STELLA TABLE has been designed for decorative purposes. The surface of the STELLA TABLE fireplace including the glass screens may get hot (up to 100 degrees Celsius / 212 degrees Fahrenheit) with the exception of the side walls of the appliance and the control panel.
- This appliance must be kept away from flammable materials during use. Do not place any combustible materials within a distance of 1 m (40") of STELLA TABLE and 2 m (80") over the appliance (*Fig* 2).

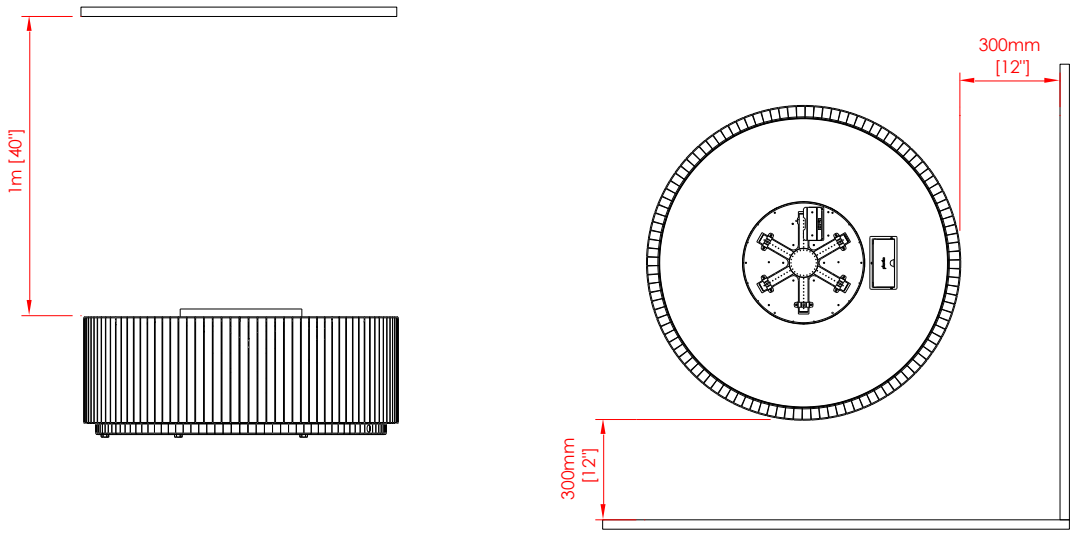


Fig 2 – Minimum distances

- When not being used the STELLA TABLE is to be protected from atmospheric conditions and the main valve of the gas cylinder needs to be turned off.
- If the STELLA TABLE is not in use for a longer period of time (e.g. winter time), we advise you to store it inside.
- All parts of the STELLA TABLE fireplace are made of stain resistant material.
- Never leave a turned on STELLA TABLE without supervision.
- The STELLA TABLE fireplace needs to be installed in a place inaccessible for children, unauthorised persons or animals for the direct contact with the flame or hot parts of the device to be impossible.
- In case of heavy wind the STELLA TABLE fireplace needs to be immediately turned off and one needs to await until the heavy wind passes.
- In case of noticing any sort of gas leaks the fireplace as well as the main valve of the gas cylinder need to be turned off.
- After use turn off the gas cylinder valve.
- Use only the type of gas and pressure specified by the manufacturer.
- Change the gas cylinder in a amply ventilated area, away from any ignition source (candle, cigarettes, other flame producing appliances).
- Do not obstruct the ventilation holes of the cylinder housing.
- In the event of gas leakage, the appliance shall not be used or if alight, the gas supply shall be shut off and the appliance shall be investigated and rectified before it is used again.
- The gas cylinders should always be placed in a vertical position – during use and transport.
- Always store the gas cylinder in an easily accessible place to allow its immediate turn-off.
- During the installation process do not allow an open flame or any ignited object to reach the gas cylinder.
- Leaks should be found with the use of a cleaning liquid and water. If bubbles form on the surface that means that a there's an existing leak.
- Always use a pressure regulator between the gas bottle and the device.
- Use only approved and certified gas connection linkage.
- Check the flexible hose at least once per month and each time the cylinder is changed. If it shows signs of cracking, splitting or other deterioration it shall be exchanged for new hose of the same length and of the equivalent quality.
- Do not connect the gas cylinder directly to the appliance without regulator.
- Use only the type of gas and the type of cylinder specified in these instructions.

- The elastic linkage connecting gas to the fireplace is to be led away from sharp edges and hot surfaces. Refrain from bends and twists of the elastic connection on its full length.
- Remember that the LPG bottle should be stored in a well-ventilated place. LPG gas is heavier than air and its accumulation near the bottom surface may generate an explosive mixture.
- The gas cylinder needs to be shut if the fireplace is not being used.
- Filling the gas cylinders is to be commissioned to certified gas filling stations.
- Replacement of empty cylinders for full ones is to be conducted only in authorised locations.

3. ASSEMBLY INSTRUCTIONS

3.1. Unboxing and installation

- The contents of the boxes need to be carefully unwrapped from the foam foil.
- Remove the bags with decorative stones from the burner reservoir and place them away from it.
- Check the completeness of the elements with the contents list.
- Make sure that the device nor its elements weren't damaged during the transportation (if they were, notify the supplier).
- Place STELLA TABLE on a flat, paved surface outside of the building, preferably on the place of final installation. Leave sufficient space on the side of the appliance where control panel is located (minimum 1 m / 40").
- The decorative stones are to be scattered evenly around the reservoir to completely cover the burner of the fireplace.

WARNING!!! The stones may not cover or be placed inside the device protecting the ignition unit



Fig. 3 – Decorative stones location

- In the case of Stella Table Automatic powered with natural gas, to obtain the optimum image of the flame, cover the burner with a single layer of decorative stones leaving some spaces uncovered of approximately every 10 cm



Fig. 4 – Decorative stones location on burner

- If all the points were completed according to the instruction the gas bottle can be now connected
- The appliance must be used with decorative stones supplied by the manufacturer. Use without stones is prohibited.

3.2. Gas cylinder montage (only LPG version)

The gas linkage attached to the device allows to place the gas bottle maximally 3 meter (118”) away from the fireplace.

Minimum distance of the gas cylinder from the fireplace is 1,5meter (59”)

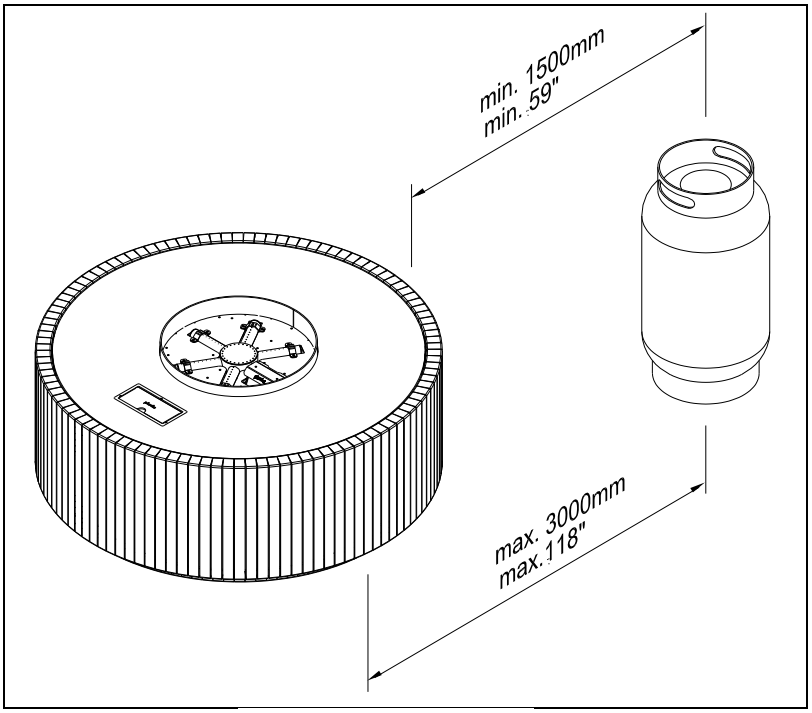


Fig 5– Gas cylinder location

> ⚠ **WARNING**
>
> The montage and service needs to be conducted by a qualified professional, a company or the gas supplier.

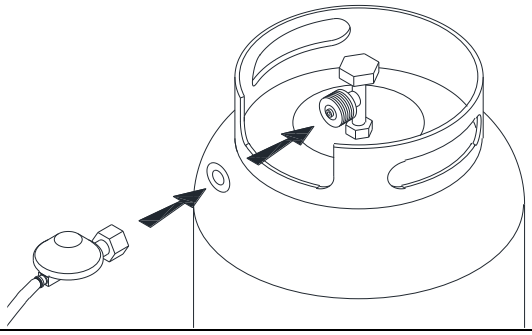
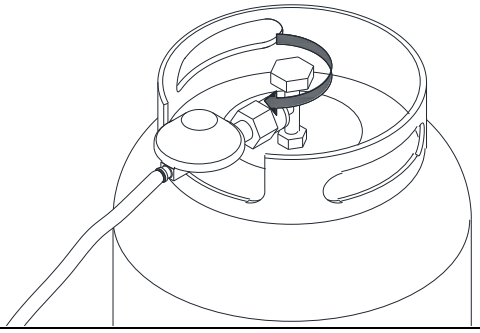
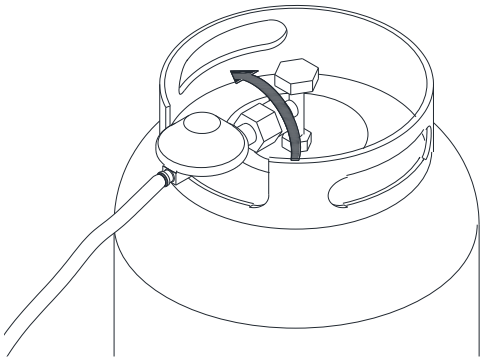
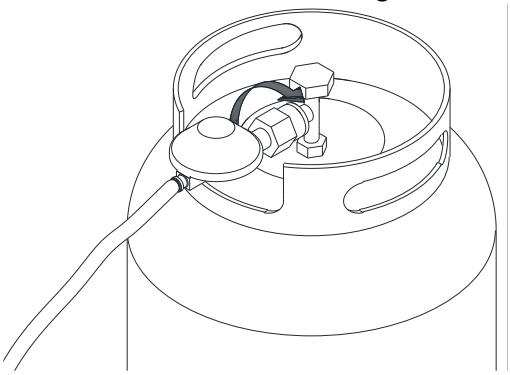
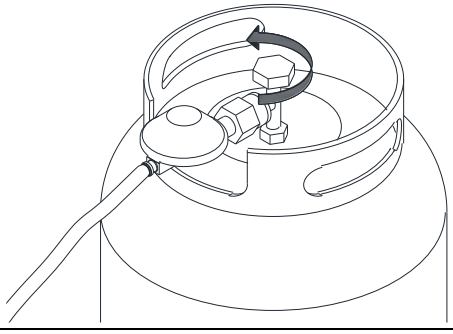
Before proceeding with the connection of the gas cylinder to the fireplace all activity regarding the correct placement and installation of the STELLA TABLE needs to be already performed. Place the gas linkage away from hot or sharp edges and make sure it is not twisted.

The STELLA TABLE is delivered together with an elastic gas linkage which, on one end is connected to the valve of the device and one the other end to the 11 WC regulator (in the twist-on version) ready to be connected to the gas cylinder. One needs to control the expiry date both of the regulator as well as the gas linkage and if necessary (for instance: broken, cut, scratched linkage) replace the components for new ones according to national standards and norms.

The STELLA TABLE fireplace can use metal or steel bottles or composite bottles filled with propane-butane gas or propane gas. This device features a twist-on regulator with current pressure of 11 WC.

> ⚠ **WARNING**
>
> NEVER use an unstable gas connection (without a regulator).

Twist-on connection: The most important thing is the black seal. Always check if the seal is present and whether it hasn't been damaged during the gas cylinder replacement. Some connections have a knob to fasten them in place while others require the use of a wrench. Tighten securely (left thread). Using the tool pay attention not to fasten the connection too tightly as this may damage the seal.

Connection	Disconnection
1. Check if the bottle valve is TURNED OFF turning it clockwise 2. Remove the protection tip and store it for later use.	1. Turn off the STELLA TABLE – put it into the OFF position. The main burner need to be turned off.
3. Before making the connection check if the black seal is not damaged. 	2. Turn the bottle valve into the OFF position (clockwise). 
4. Fit the connecting nut to the cylinder with the use of a correct wrench or the connecting knob. (left thread) Do not allow the gas bottle connectors to be fastened too tightly. 	3. NEVER DO NOT unmount the regulator (or connecting nut) when the bottle valve is open. 4. TAKE OFF the regulator (or the connecting nut) with the use of a wrench or a connecting knob. 
5. When the gas flow is required turn the valve of the bottle counter-clockwise. 	

WARNING

Check the gas connection for leakage. If anything suggests a leak is present (for instance a characteristic gas smell) close the gas bottle valve and under no circumstances turn the device off before removing the leak.

- After removing the leak one may open the gas bottle valve again.

3.3. Natural gas connection

First and foremost, make sure that the connecting device is designed to supply a gas suitable for the type placed in the gas installation. All necessary information regarding the desired parameters of the gas are found on the rating plate of the device. Before connecting the gas supply, it is necessary to blow them to remove any remaining metal filings and other contaminants from inside. Automatic gas control system should be protected from moisture and dust. These factors may cause irreparable damage to the individual components. The pipe supplying gas to the fireplace should be equipped with a ball valve with a recommended diameter of 1/2 inch. The individual elements of the gas installation cannot be sealed using Teflon tape or PTFE tape.

The gas valve on the gas pipe must be installed in accordance with applicable national regulations. Before connecting the gas, make sure that the gas pipes and connections have no dirt. Gas connection is finished with external thread 3/8 ". Regarding gas connection, the following requirements shall apply:

• You must use the gas pipe with the correct dimensions, so there is no pressure loss.

• Ball gas valve should be installed in an easily accessible place and have the necessary CE mark.

4. OPERATION INSTRUCTIONS

4.1. General Notes

The Stella Table fireplace has a remotely control valve with a built-in ignition for the pilot flame. The flame height of the main burner may be appropriately regulated by Touch Panel or remote control.

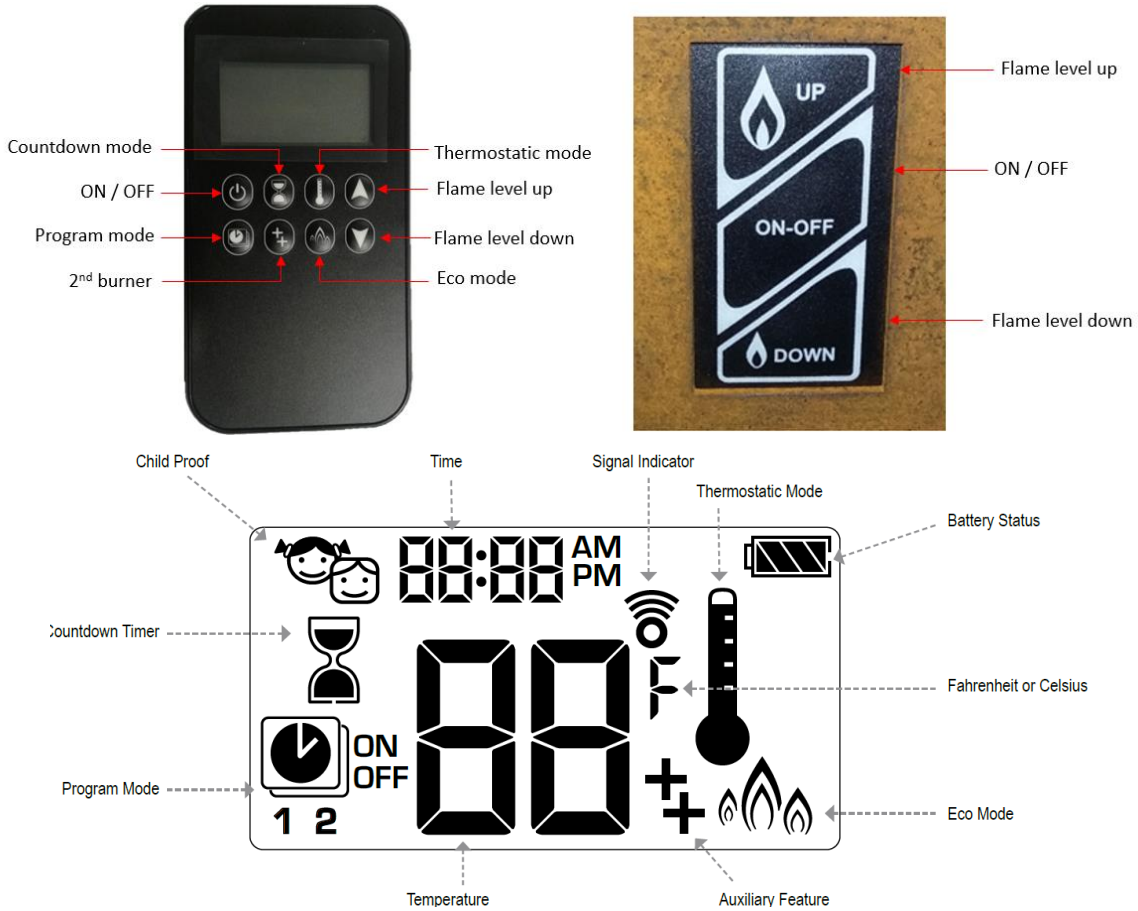


Fig 6– Hand-held transmitter and Touch Panel

The appliance is supplied ready for operation, with the remote control pre-paired to the receiver. If the remote control is lost, damaged, or loses connection with the fireplace, refer to the Service section of this manual. If the issue persists, contact Technical Support.

4.2. Replacing the batteries

If the batteries are inserted incorrectly, the electronics or drive may be irreparably damaged. Only replace the batteries when the appliance has been completely switched off.

NOTE: If the appliance is equipped with a 230 VAC connection, no batteries are present in the receiver or in battery box.

- The batteries are placed in battery holder located under the flap on top plate of the fireplace.

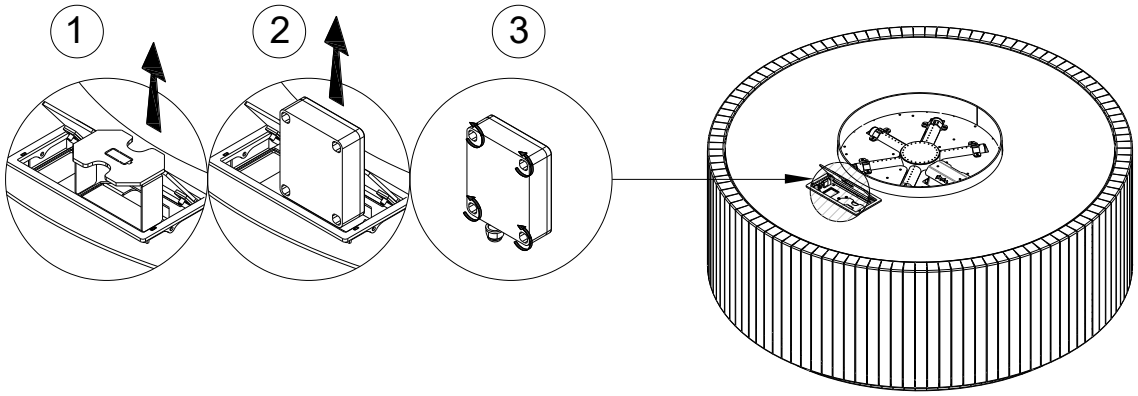


Fig. 8 – Replacing the batteries

- To replace the batteries, open the flap on the top plate of the burner and pull out the cover then pull out battery box and unscrew its cover. **WARNING!** Remember about proper polarization of the batteries while replacing.
- After replacing the batteries make the same steps in opposite.

4.3. Remote control

Stella Table can be operated by radio remote control. This comprises a hand-held transmitter and a receiver. The receiver is part of the gas control block assembly.

- Electrical connections and batteries:
  - Hand-held transmitter: 2x 1.5V AAA battery
  - Receiver: 4x1.5V AA battery or 6 VDC
- **WARNING!** Without using a mains adapter, battery replacement is recommended at the beginning of each heating season. Old or dead batteries should be removed immediately. If left in the unit the batteries can overheat, leak, and / or explode. Do NOT expose batteries (including during storage) to direct sunlight, excessive heat, fire, moisture, or severe impact. Each of these conditions can cause the batteries to overheat, leak, and / or explode. Batteries must be kept within their recommended temperature limits. Ambient battery temperature range: 32 °F to 131 °F[0 °C to 55 °C].
- The hand-held transmitter batteries have a service life of approx. one year. We recommend you use alkaline batteries. Rechargeable batteries are not permitted.
- To replace batteries:
  - Open the cover on the back of the remote control.
  - Remove the batteries from the battery compartment.
  - Place two new 1.5V batteries (LR03 or AAA type) as indicated in the battery compartment.
  - Close the cover

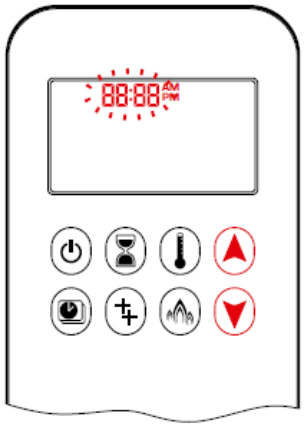
4.3.1. Setting fahrenheit or celsius



a. To change between °C and °F, press and buttons simultaneously.

NOTE: Choosing °F results in a 12 hour clock. Choosing °C results in a our clock.

4.3.2. Setting the time



1. Press and buttons simultaneously. **Day** flashes.
2. Press or button to select a number to correspond with the day of the week (e. g. 1 = Monday, 2 = Tuesday, 3 = Wednesday, 4 = Thursday, 5 = Friday, 6 = Saturday, 7 = Sunday).
3. Press and buttons simultaneously. **Hour** flashes.
4. To select hour press or button.
5. Press and buttons simultaneously. **Minutes** flash.
6. To select minutes press or button.
7. To confirm press and buttons simultaneously or wait.

4.3.3. Child proof



ON:

1. To activate press and buttons simultaneously. displayed and the handset is rendered inoperable, except for the off function.

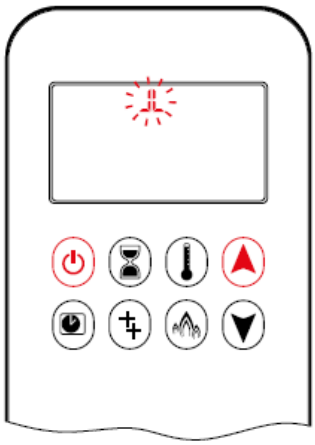
OFF:

2. To deactivate press and buttons simultaneously. disappears.

4.3.4. Switch the Fire ON and OFF

Before operating make sure MANUAL knob on the GV60 valve is in the **ON**, full counter clockwise position.

WARNING! When the pilot light is ignited, the motor turns automatically to maximum flame height. If the pilot flame goes out for any reason, wait for 5 minutes before attempting to re-light it. If the pilot does not stay lit after several tries, turn the main valve knob to **OFF.**



1. Open the valve of the gas cylinder (or gas supply valve in the gas pipe).
2. Press button (One Button Ignition) or and button simultaneously (Two Button Ignition) until two short beeps and a blinking series of lines confirms the start sequence has begun; release button(s).
3. Main gas flows once pilot ignition is confirmed.
4. Handset automatically goes into Manual Mode after main burner ignition.
5. Press button to turn OFF.
6. **NOTE:** A new ignition is possible after the OFF icon stops flashing.

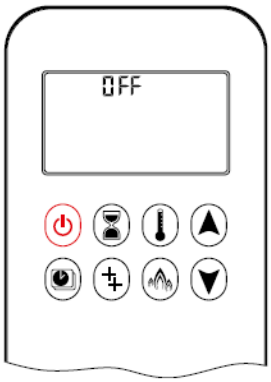
- This can take few seconds to ignite to pilot flame especially when you have replaced and installed a new LPG gas cylinder.
- If the pilot light does not ignite after 3 ignition attempts close the gas tap and warn the fitter.
- Once the pilot light is burning, the main burner must ignite within 10 seconds automatically. If this does not happen, immediately close the gas tap and warn the fitter.
- If the main burner ignites with a pop immediately close the gas tap and warn the fitter.
- If the appliance is not to be used for some time, please close the gas supply valve in the gas pipe (or valve of the gas cylinder).
- **WARNING!** If the pilot flame goes out for any reason wait for 5 minutes before attempting to re-light it.

WARNING!!!

- Under conditions of increased humidity (rain, breeze, fog, dew, etc.), there may be some temporary problems with switching on the fireplace. This is a normal phenomenon associated with the dampening of the ignition element.
- Before switching on the fireplace, wait until the ignition element has dried completely.
- You can speed up this process by blowing the pilot flame with compressed air to remove the accumulated moisture. The properly fired pilot flame consist of 3 smaller parts.



4.3.5. Stand-by mode (Pilot flame)



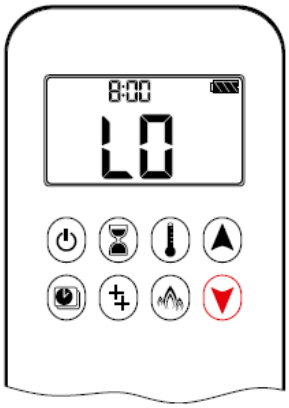
1. Press and hold ▼ button to set appliance to pilot flame.

4.3.6. Flame height adjustment



1. To increase flame height press and hold ▲ button.
2. To decrease flame height or to set appliance to pilot flame, press and hold ▼ button.

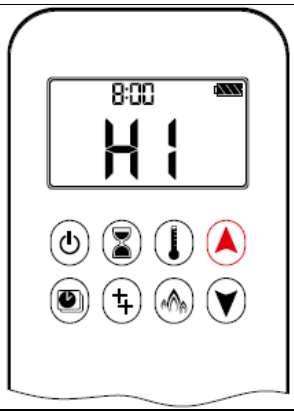
4.3.7. Flame height directly to minimum position



1. To go to low fire, double-click ▼ button. LO is displayed.

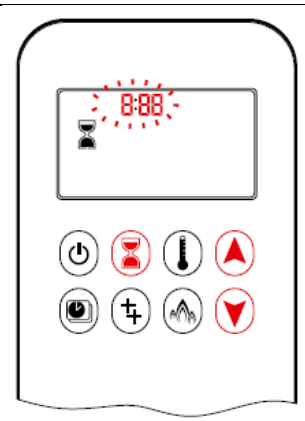
NOTE: Flame goes to high fire first before going to low fire.

4.3.8. Flame height directly to maximum position



1. To go to high fire, double-click ▲ button. HI is displayed.

4.3.9. Countdown timer



ON / SETTING:

1. Press and hold button until displayed, and **hour** flashes.
2. To select hour press or button.
3. To confirm press button. **Minutes** flash.
4. To select minutes press or button.
5. To confirm press button or wait.

OFF:

Press button, and countdown time disappear.

4.3.10. Automatic Turn Down To Pilot

3 Hour No Communication Function

The valve will turn to pilot flame if there is no communication between handset and receiver for a 3 hour period. The fire will continue to function normally when communication is restored.

Receiver Overheating

- Powered by mains adapter: The valve turns to pilot flame if the receiver temperature is higher than 176 °F (80 °C). If batteries are installed in the receiver in this configuration the temperature must not exceed 60 °C.
- Powered by batteries and/or connected to the V module: The valve turns to pilot position if the temperature in the receiver is higher than 140 °F (60 °C).

NOTE: When the receiver temperature is below 140 °F (60 °C), the main burner can be turned ON manually.

4.3.11. Automatic Shut Off

Countdown Timer

At end of countdown time period, the fire shuts off. The Countdown Timer only works in Manual, Thermostatic, and Eco Modes. Maximum countdown time is 9 hours and 50 minutes.

Low Battery Receiver

The system will shut down the fire completely if the batteries reach a low power level while burning. This will not happen if the burner is connected to the optional mains adapter and power is lost

On-Demand Pilot

- This green feature eliminates gas energy consumption during extended appliance inactivity. When the appliance is inactive for an extended period of time the system automatically extinguishes the pilot. This feature helps the consumer realize cost benefits by automatically eliminating energy consumption during non-heating months and limited use.
- The programmed length of inactivity to activate the system is specified by the appliance manufacturer and cannot be altered in the field.

4.4. Touchpad

Depending on customers preferences Stella Table Remote may be additionally operated Touch panel.

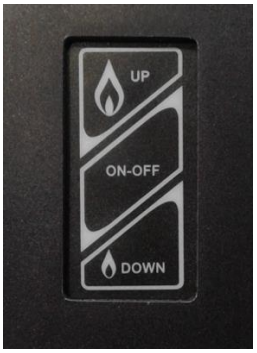


Fig 9– Touch panel

To Turn ON Appliance

- Press ON-OFF button until two short beeps confirm the start sequence has begun; release button.
- Once pilot ignition is confirmed, there is main gas flow.

Standby Mode (Pilot Flame)

- Press and hold DOWN (small flame) button to set appliance at pilot flame.

To Turn OFF Appliance

- Press ON-OFF button.

Flame Height Adjustment

- Press and hold UP (large flame) button to increase flame height.
- Press and hold DOWN (small flame) button to decrease flame height or to set appliance at pilot flame.

5. TESTING

> ⚠ **WARNING**
>
> Never turn on the device if the characteristic smell of gas is perceptible.

In the event of gas leakage, the appliance shall not be used or if alight, the gas supply shall be shut off and the appliance shall be investigated and rectified before it is used again. If you smell gas during the operation of the fireplace turn off the device immediately and cut off the gas supply from the gas cylinder by shutting its valve.

5.1 Checking for gas leaks.

- Check if all connections are airtight.
- To do that apply all connections with soapy water (or water with another foamy substance) or with a professional spray for leak detection.
- If air-bubbles are present that means the connection has a leak.
- Remove the leaks in the identified spaces.
- Check for leaks once again.
- After the inspection dry the inspected connections.
- The device may only be used again after all leaks are removed.
- If the problem happens again please contact the dealer.

5.2 Checking the flame appearance.

- Burn the STELLA TABLE on max flame height and check the appearance of the flame.
- The flame should be evenly placed on the whole surface of the main burner.
- If visible gaps are present or there are substantial differences in flame height turn off the fireplace and after the device is cooled adjust the placement of decorative stones in such a way for them to be evenly placed on the whole surface of the main burner.
- Turn on the fireplace and check the appearance of the flame once again.

6. MAINTENANCE AND UPKEEP

We recommend cleaning the ignitor, thermocouple and the main burner before the device is started again after its been removed from storage during the winter period.

6.1. Testing and cleaning

- The main burner - if necessary, remove broken parts of stones and the existing dust.
- Thermocouple (if necessary, remove the existing sediment). In the event of visible damage contact your dealer.
- Igniter - gap between igniter and the burner should not be bigger than 5 mm (1/4”)
- Glass shield – check for dirt smudges or possible scratches or cracks. If cracks are present replace the glass screen for a new one. To conduct this contact your dealer.
- Gas linkage and pressure regulator (in case their expiry date is invalid replace these ancillaries for new ones).
- If you encountered problems with the regulator, gas linkage, burner or regulation valves do not try to fix these parts. Contact a sales person, an authorised service or an importer in order to acquire spare parts. To ensure the device is working efficiently use only original spare parts.

> ⚠ **WARNING**
>
> Avoid leaving fingerprints on the glass. They will be embedded into the glass and you will not be able to clean them.

7. WARRANTY

Planika Sp. z o.o. grants the Client guarantee of quality for the smooth operation of the goods specified on the sales document. The warranty is determined for a given period from the date of purchase (based on the warranty card together with the receipt of purchase). The warranty period starts at the moment of purchase of the original product by the first end user. Product may consist of several separate parts and different parts may be covered by a different warranty periods. The manufacturer gives 2 year warranty from date of purchase an insert for its smooth operation. Fireplace sealing is covered by warranty for a period of 1 year from date of purchase of the device. Guarantee does not cover decorative ceramic logs/stones and glass. The use of the fireplace insert and operating conditions must be in accordance with the user manual and with the regulations in force. Any damages caused by improper handling, storage, of poor maintenance, incompatible with the conditions laid down in the manual and due to other reasons not due to the fault of the manufacturer, will void the warranty. In the event of a complaint, always contact your dealer. Supplier will contact the company Planika, if it deems it necessary. Factory Warranty is valid for 2 years from the date of purchase. Details of the warranty are available on the https://www.planikafires.com/warranty-cards/

8. TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
SMELL OF GAS	**CLOSE THE VALVE ON THE GAS CYLINDER IMMEDIATELY. DO NOT USE THE DEVICE UNTIL LEAKS HAVE BEEN REMOVED.**	
Leak detected at cylinder, regulator or other connection.	1. A loose regulator linkage. 2. Leak in the gas linkage, in the regulator or on the gas knobs.	1. Tighten and test it. 2. Report this issue to service.
Burner does not ignite	1. The bottle is empty. 2. Igniter linkage is not connected. 3. No ignition spark. 4. The igniter electrode is placed incorrectly opposite the igniter. 5. Gas nozzles are blocked. 6. Gas linkage is twisted. 7. Pressure regulator link is loose.	1. Replace Gas Cylinder. 2. Connect the igniter linkage. 3. Replace igniter. 4. Realign electrode and clear any surrounding debris from area. 5. Unmount burner, clean the nozzle. 6. Straighten the linkage. Keep the linkage away from the housing. 7. Tighten the link. Check for leaks.
Igniter Not Working	1. Ignitor wire not connected. 2. Electrode misaligned on pilot burner 3. Igniter malfunction 4. The battery has run out	1. Ensure pilot electrode wire is connected. 2. Realign electrode and clear any surrounding debris from area. 3. Replace Igniter 4. Replace battery
Low efficiency, „cracking" sounds	1. The bottle is empty. 2. The nozzles of the burner are blocked.	1. Replace Gas Cylinder. 2. Unmount the burner, clean the nozzle.
Thumping sounds made by the regulator.	The cylinder valve has opened rapidly.	Unfasten the bottle valve slowly.
A vivid/ bright orange and smoky flame of the burner.	Holes blocked in the apparatus producing the gas and air mixture.	Unmount the burner and clean/ unblock the apparatus' holes.

8.1. SERVICE

In case of fireplace issues, please contact our service department with answers on below questions.

- Please provide a serial number of the fireplace and invoice number to verify the warranty period
- Please provide pictures / video material showing off existing problem
- Are you able to hear / see a spark ticking, responsible for ignition of the pilot flame
- Are you sure that in the gas connection is no air left, gas cylinder is full and opened
- What type of gas are you using for supplying the fireplace
- Have you tried to replace the batteries in fireplace (4xAA) and in the remote control (2 AAA)
- If the fireplace is freshly installed or was not used for a longer period of time the first burnout (also after gas cylinder replace) might take even up to 10 tries



Serial number location

9. MANUFACTURER'S CONTACT DETAILS

Produced by: Planika Sp. z o.o. Bydgoskich Przemysłowców 10 85-862 Bydgoszcz, Poland Telephone: + 48 52 364 11 60	