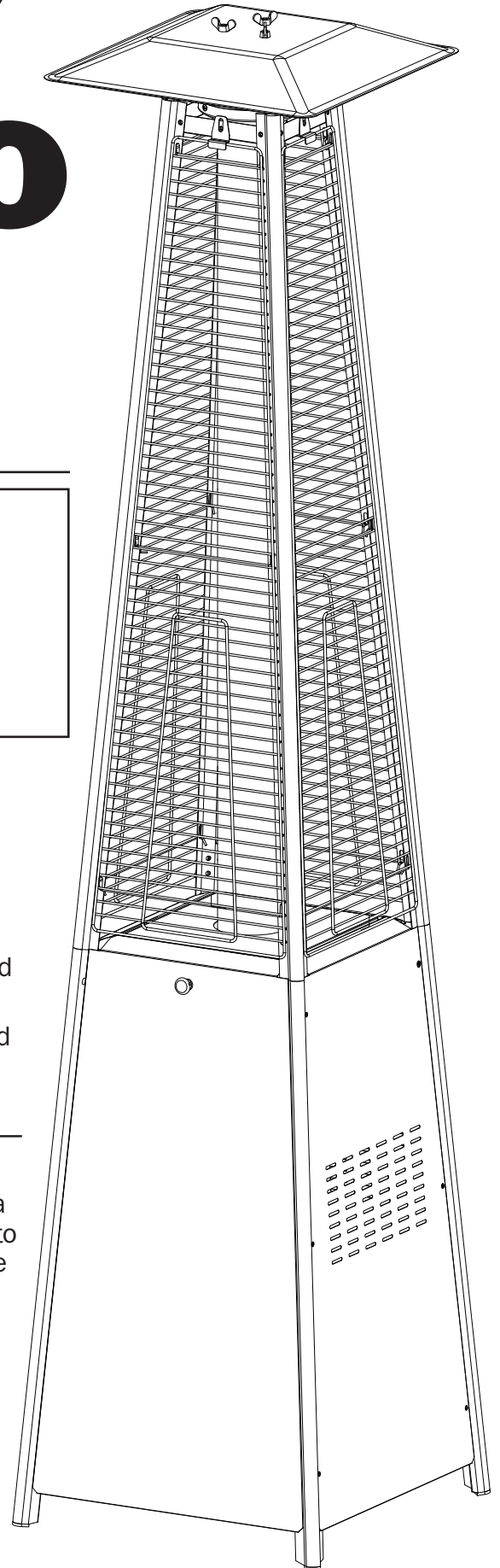




GW366

# Pyramid Tower Gas Patio Heater



## FOR YOUR SAFETY

If you smell gas, please follow these key steps:

1. Shut off the gas supply to the patio heater
2. Extinguish any open flame near the patio heater
3. If you still smell gas, please keep away from the appliance and immediately call your gas supplier or fire service.

## Intention For Use

Thank you for purchasing this Pyramid Tower Gas Patio Heater from Gardenwize. This patio heater is intended for **OUTDOOR USE ONLY**. It is suitable for use in private gardens on decking areas, patios and terraces. It is not suitable for use on grass or surfaces with uneven terrain.

The gas patio heater is designed to keep you and your guests warm and cosy in colder/chilly evenings. It is also suitable for all year round use.

Before assembling and using this product, we recommend that you read through all the information in this document very carefully. And please keep this document for future reference.

## Health & Safety Guidelines

This product uses butane/propane gas bottle. The gas is supplied via a certified gas bottle (not included with this product) which you will need to connect to this gas patio heater. Any product that uses propane/butane gas, safety precautions will need to be followed. So please read and familiarise yourself with the following safety guidelines:

**IMPORTANT: Failure to comply with these safety guidelines and precautions may result in serious injury or death, property damage or loss, explosion, asphyxiation and/or carbon monoxide poisoning.**



### **Warning: Explosion Hazard**

Keep solid combustibles such as building materials, paper or cardboard, a safe distance away from the heater. Risk of fire.

Ensure there is adequate ventilation around the patio heater's air openings. There should be at least be a clearance of 2 feet from the side of the patio heater

DO NOT use this heater in areas where they may combustible airborne substances or volatile combustibles such solvents, paint thinners, oil, fuel or unknown chemicals. Risk of fire/explosion.



### **Warning: propane/butane gas explosion**

Never store propane/butane gas near high heat, open flames, pilot light, direct sunlight and other potential sources of ignition where temperatures exceed 49°C.

Propane/butane vapors are quite dense and it can accumulate in low places. If you smell gas, please evacuate the area immediately.

Never install or remove propane/butane cylinders while the patio heater is in use. Risk of explosion. Never remove/install the propane/butane cylinder near flame, pilot light or other ignition source.

When storing propane cylinders, please store outdoors in a well ventilated area, which is out of reach from children.

Do not store propane/butane cylinder indoors or in an enclosed area. If the patio heater is stored indoors, disconnect the gas cylinder for outdoor storage.



### **Danger: carbon monoxide hazard**

As this heater is a combustion appliance, it produces carbon monoxide during the combustion process. The carbon monoxide produced is in a minute, non-hazardous amount when this heater is used correctly in accordance with safety guidelines and instructions in this manual.

- To minimise the risk of carbon monoxide poisoning, please ensure that heater is well-ventilated, while making sure that the air flow vents are not obstructed.
- Only use this appliance outside. This unit is not designed for indoor use. This patio heater requires oxygen for it to combust.

**Important: symptoms of carbon monoxide poisoning include flu-like symptoms, watery eyes, headaches, dizziness & fatigue. Prolonged exposure to carbon monoxide can threaten your life.**



### **Warning: improper assembly**

Improper installation, adjustment, alteration, service or maintenance of this patio heater can cause property damage, injury or death. Please read and follow the installation & maintenance properly.



### **Warning: improper usage**

Never leave the heater unattended when in use

This product is not a toy. Children must be supervised at all times when this patio heater is in use.

Do not use the gas cylinder cabinet to store items that can be damaged due to high heat. The gas cylinder cabinet should be used to store the gas cylinder.

Keep all gas connections and fittings clean. Please ensure that the gas cylinder valve outlet is clean.

During set up, please check all connections and fittings for leaks using soapy water. Never use a flame. (See checking for gas leaks).

This unit should be used as a heating appliance. It should not be used for anything other than its intended purpose.



### **Warning: propane/butane gas**

This product is fueled by propane/butane gas. Both propane and butane, in its naturally derived form, are invisible, odorless and flammable. However, during manufacturing, an odorant is added to help people detect leaks. That said, the odorant can fade over time so leaking gas is not always detectable by smell alone.

Both propane and butane are densier than air. When there is propane or butane gas leak, the gases will sink to the lowest level possible.

Both gases are ignitable. So if a leak is detected, please keep any ignitable sources such as matches, lighters, sparks or open flames as far as possible from the gas leak.



### **Warning: general health & safety**

When this patio heater is in use, the surface will get very hot. Please keep a safe distance from the patio heater. Risk of injury & burn.

Carefully supervise young children in the vicinity of the heater.

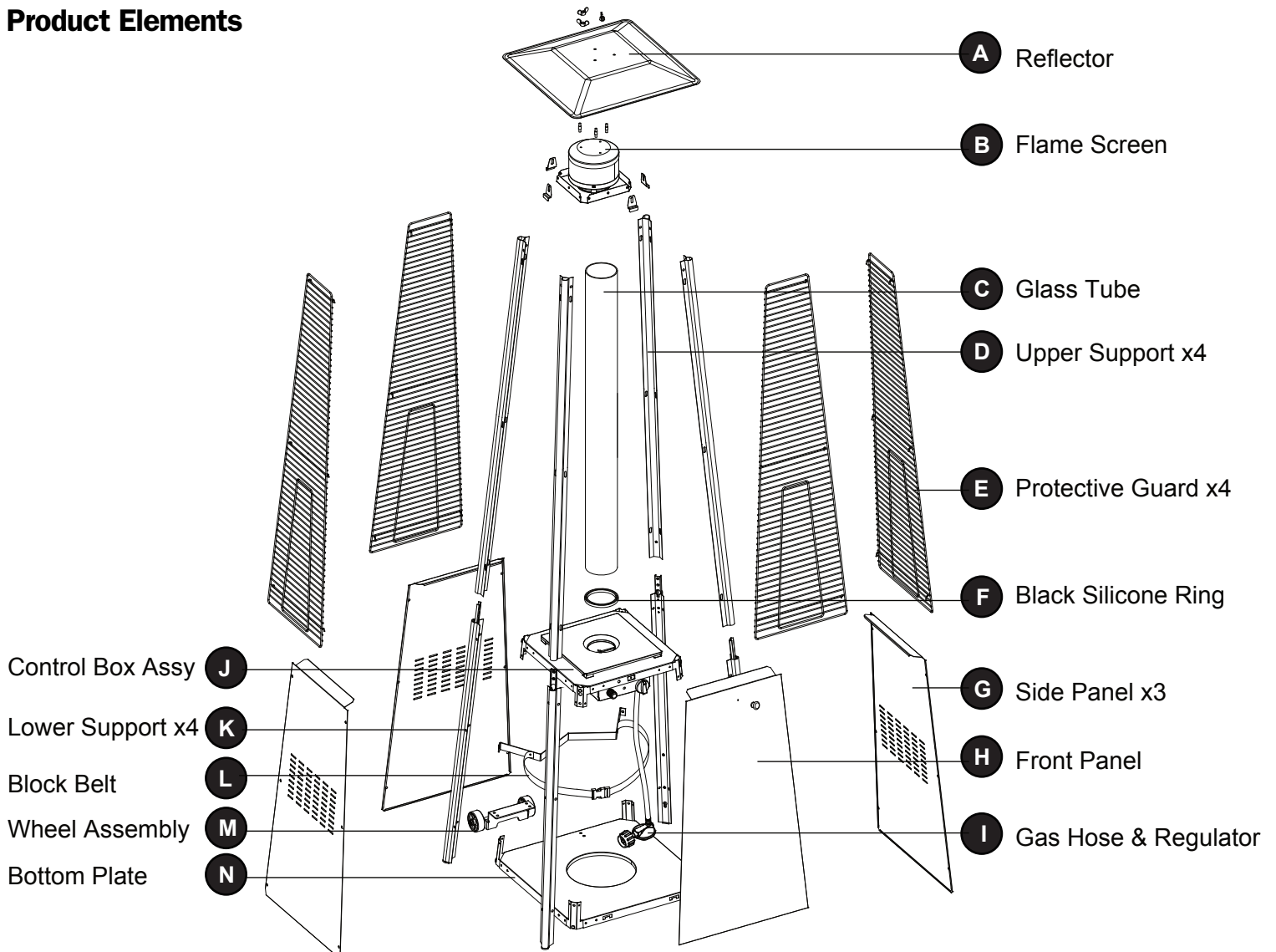
Do not hang clothing or any other flammable materials either on or near the heater.

Any repair should be done by a qualified service person.

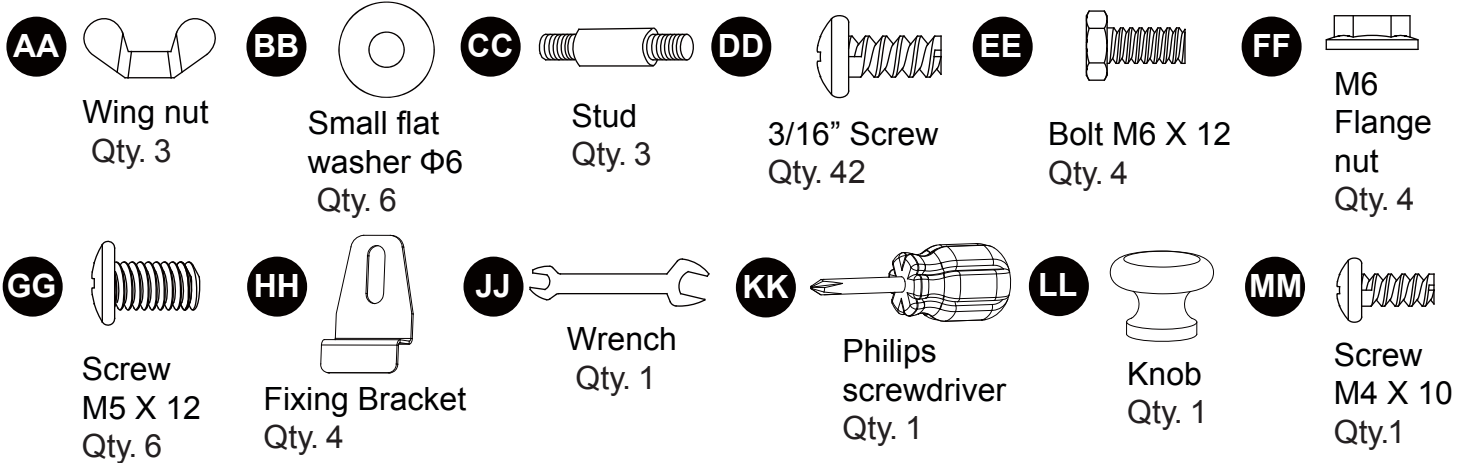
The heater should be inspected before use and annually by a qualified service person.

More frequent cleaning may be required as necessary. It is imperative that the control compartment, burners, and circulating air passageway of the appliance be kept clean.

## **Product Elements**



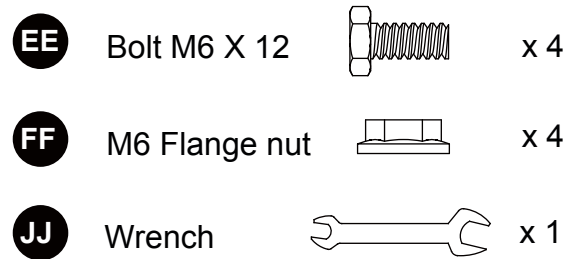
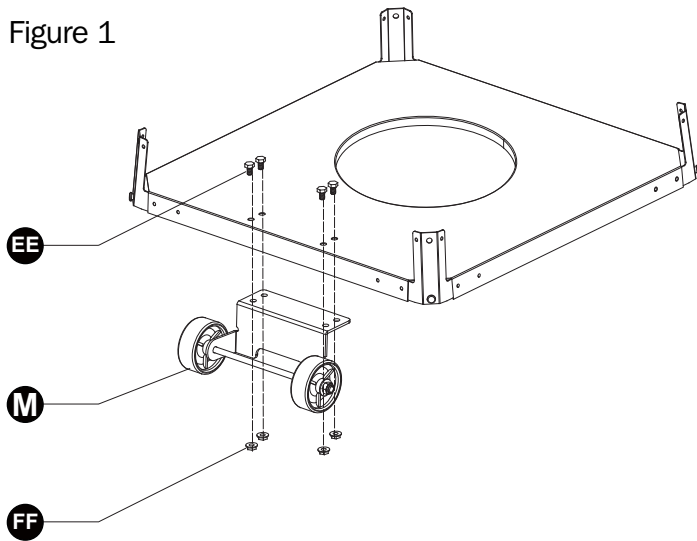
## Hardware Contents



## Assembly Instructions

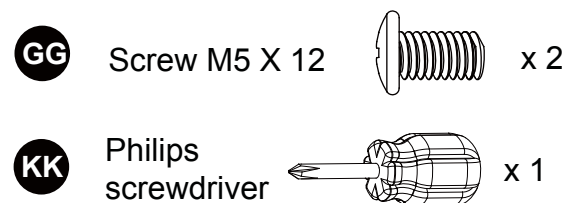
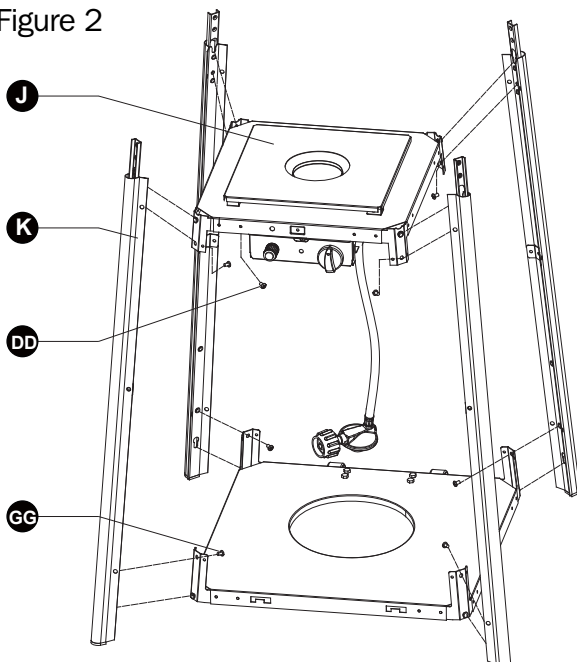
To assemble the appliance please follow the instructions below.

Figure 1



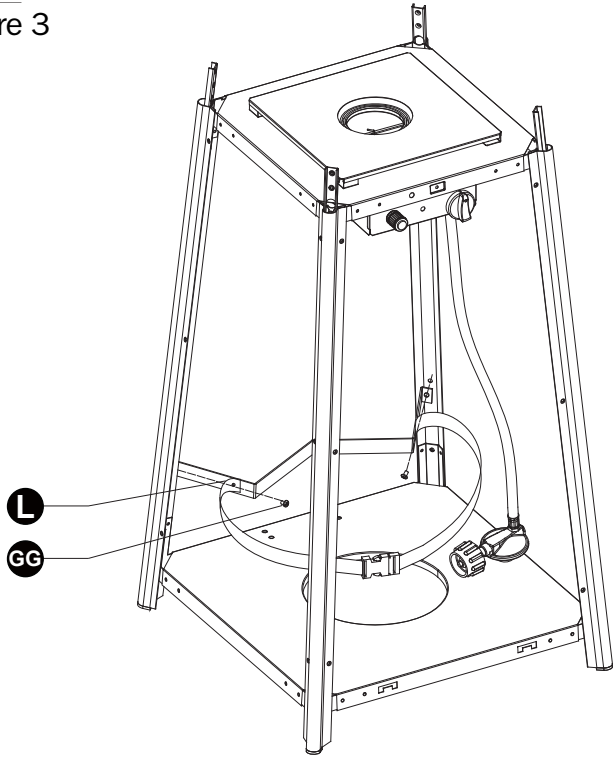
1. Get the bottom plate, and fix the wheel assembly on it as shown in Figure 1. You will need 4 M6 bolts and 4 M6 Flange nuts.
2. Attach the four lower support bars to the bottom plate using supplied M5 screws. Then, attach the control box assembly to the upper part of the lower support bars and secure the box in place using the supplied 3/16" screws. See Figure 2.

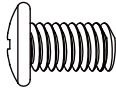
Figure 2



3. Secure the block belt on the lower support using the supplied M5 screws. See figure 3.

Figure 3

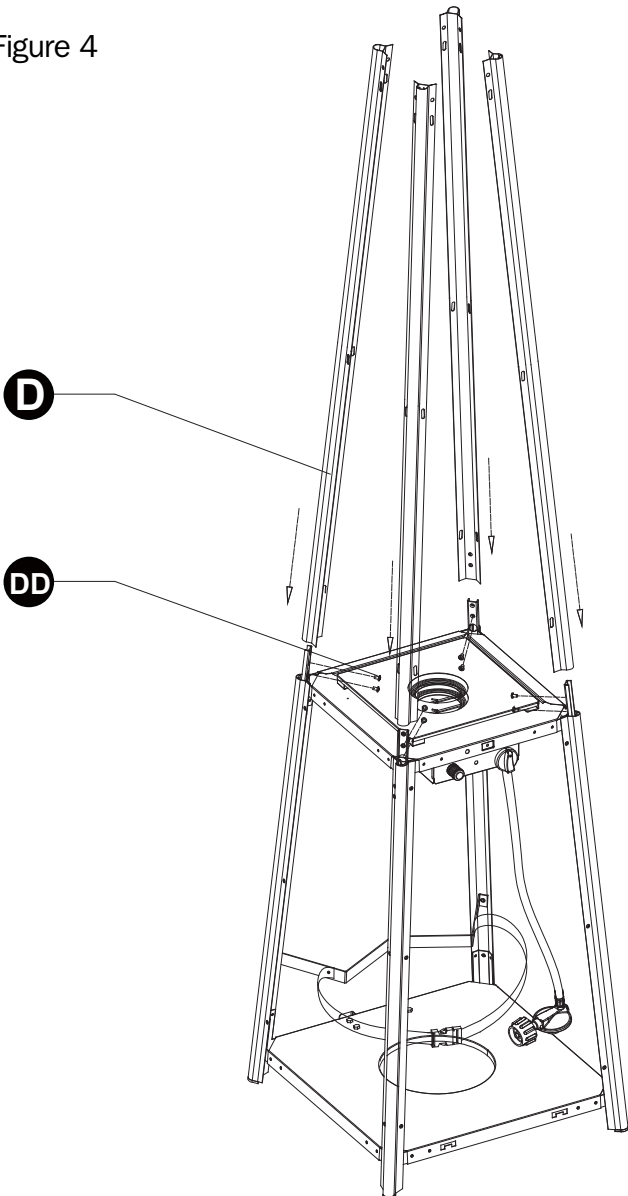



**GG** Screw M5 X 12  x 2

**KK** Philips screwdriver  x 1

4. Then, attach the four middle support bars to the unit and secure in place using the supplied 3/16" screws. See Figure 4.

Figure 4



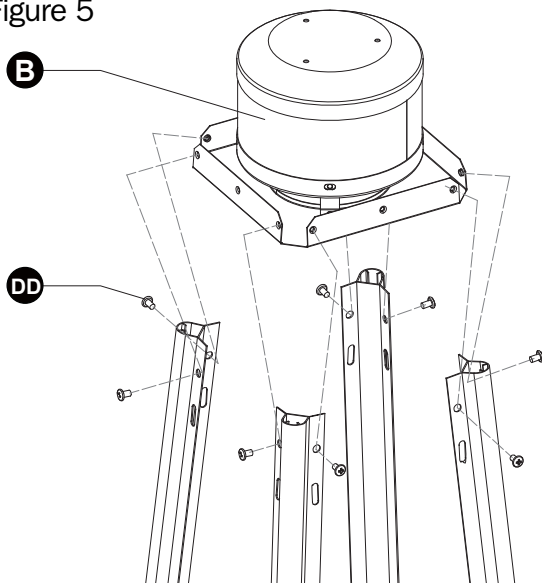
**DD** 3/16" Screw  x 8


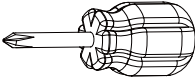
**KK** Philips screwdriver  x 1



5. Then, assemble the flame screen on the top of the upper support bars using the supplied 3/16" screws. See Figure 5.

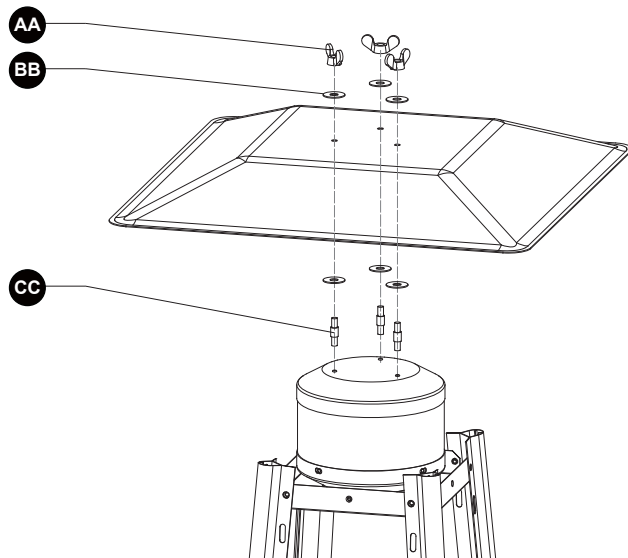
Figure 5

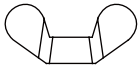
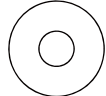
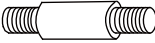


- |           |                     |   |     |
|-----------|---------------------|---|-----|
| <b>DD</b> | 3/16" Screw         |  | x 8 |
| <b>KK</b> | Philips screwdriver |  | x 1 |

6. Attach the reflector top using the supplied wing nuts, washers and stud. See figure 6.

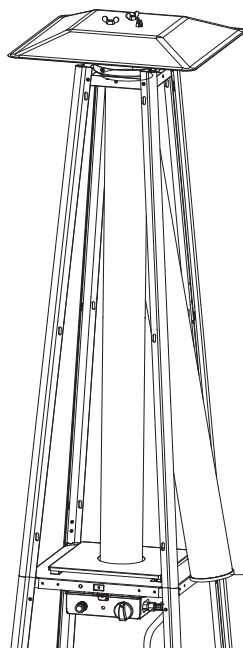
Figure 6



- |           |                 |   |     |
|-----------|-----------------|---|-----|
| <b>AA</b> | Wing nut        |   | x 3 |
| <b>BB</b> | Washer $\Phi 6$ |  | x 6 |
| <b>CC</b> | Stud            |  | x 3 |

7. Before inserting the glass tube, please attach the black silicone ring to the lower edge of the glass tube as illustrated in Figure 7. Once the silicone ring is in place, insert the glass tube into the hole of the flame screen, and then slide the bottom of the tube into the hole of control assembly.

Figure 7

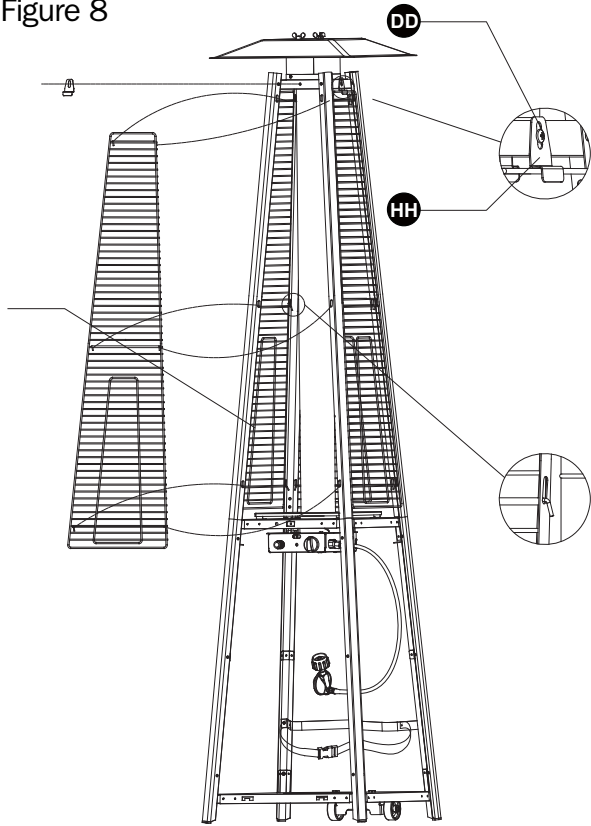



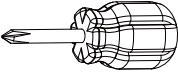

**IMPORTANT: The black silicone ring must be in place prior to operating the heater.**

**Please Note:** Take extra care when positioning the glass tube to the patio heater. A degree of force will be required to ensure the glass tube slots into place. It is advised that two people are involved when inserting the glass tube.

8. Insert the four protective guards around the glass tube. Secure in place using the supplied fixing brackets and 3/16" screws. See Figure 8.

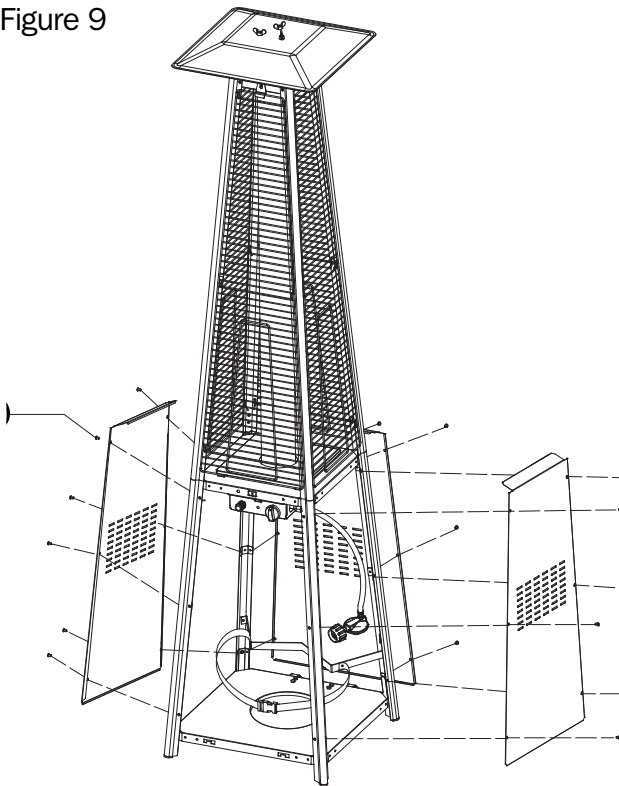
Figure 8


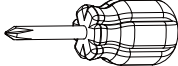


- |           |                     |   |     |
|-----------|---------------------|---|-----|
| <b>DD</b> | 3/16" Screw         |  | x 4 |
| <b>KK</b> | Philips screwdriver |  | x 1 |
| <b>HH</b> | Fixing Bracket      |  | x 4 |

9. Attach the three side panels to the unit and secure in place using the supplied 3/16" screws. Please note: DO NOT cover the front side where you can see the control panel. See Figure 9.

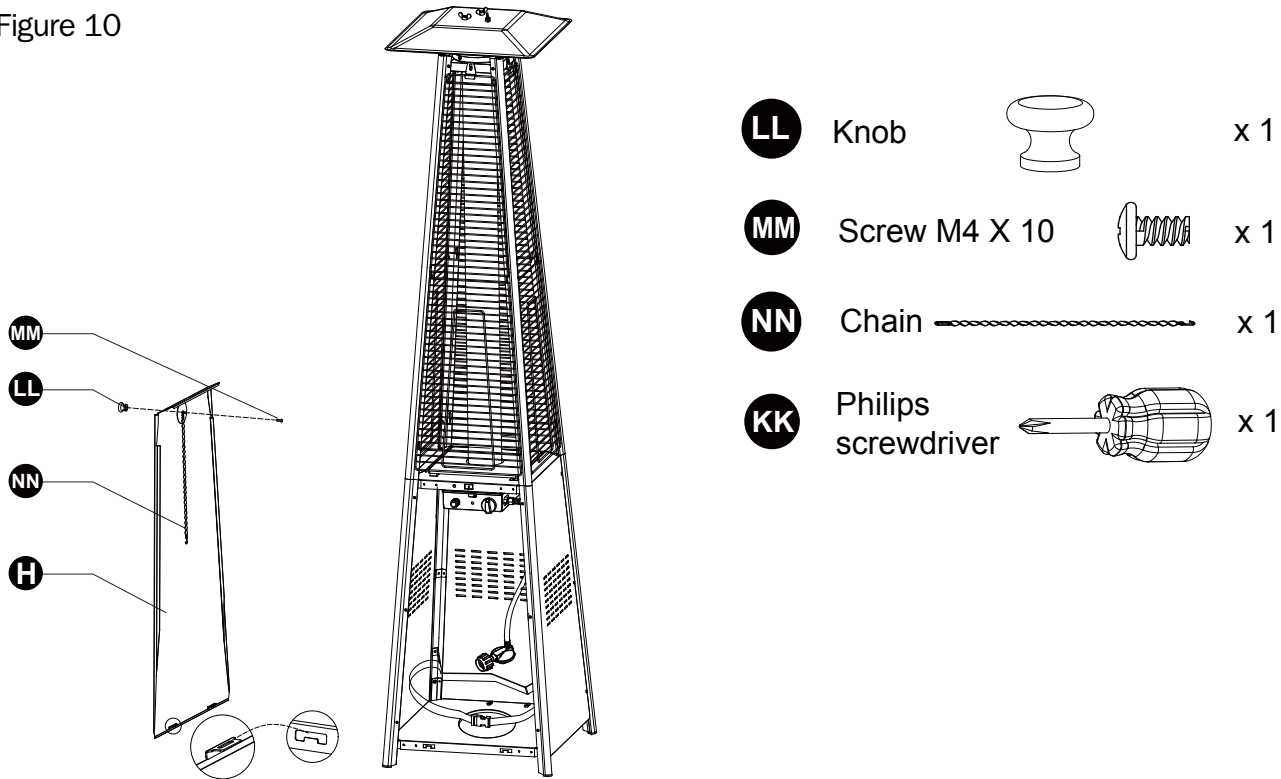
Figure 9



- |           |                     |   |      |
|-----------|---------------------|---|------|
| <b>DD</b> | 3/16" Screw         |  | x 18 |
| <b>KK</b> | Philips screwdriver |  | x 1  |

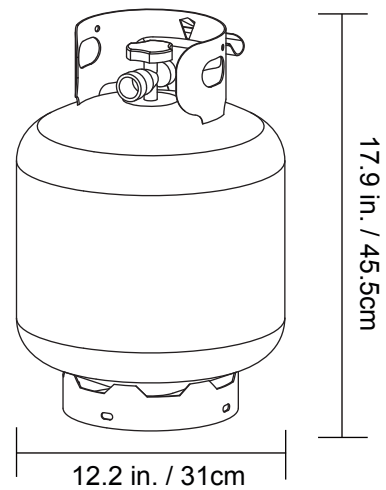
10. Secure the knob to the front door panel using the supplied M4 screw. Then attach the front door panel to the heater via the pothooks of the front panel to the holes of the bottom plate. See Figure 10.

Figure 10



### Installing a Gas Cylinder

**IMPORTANT:** This product does not come supplied with a gas cylinder. This gas patio heater is only suitable for a standard 7kg butane/propane gas cylinder which is approximately 31cm in diameter and 45.5cm high.

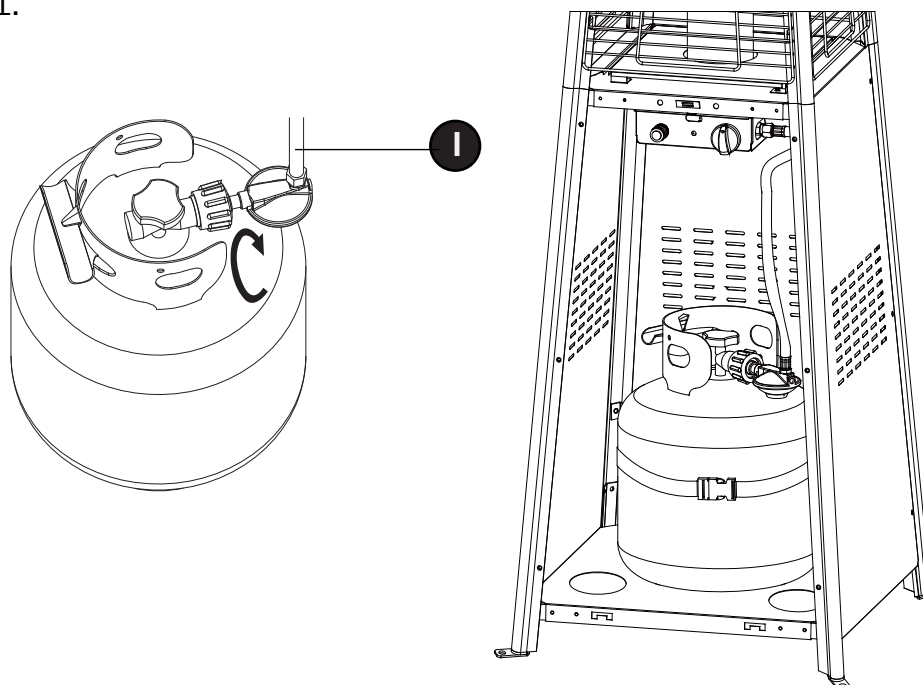


**WARNING:**

**Never use a rusted, dented or damaged gas cylinder.**

To install the gas cylinder, simply secure the patio heater's gas hose to the gas cylinder's outlet via the gas hose's regulator. Screw it anti-clockwise. Then place it inside the patio heater's cabinet and secure the buckle in place. See Figure 11.

Figure 11





## Checking For Gas Leaks

1. Make 100ml of soapy solution (one part liquid dishwashing detergent and three parts water). This solution will be used to check for leaks.
2. Apply several drops of solution where the hose attaches to the regulator (see Figure 12).
3. Apply several drops of solution where the regulator connects to the cylinder (See Figure 12).
4. Make sure all the patio heater's valves and switches are set to OFF.
5. Turn the cylinder valve ON.

If any bubbles appear at any of the connection points, this confirms that there is a leak. Table 1 defines the type of leak and its solution. However, if no bubbles appear at any of the connection points, the connection is secure.

Figure 12

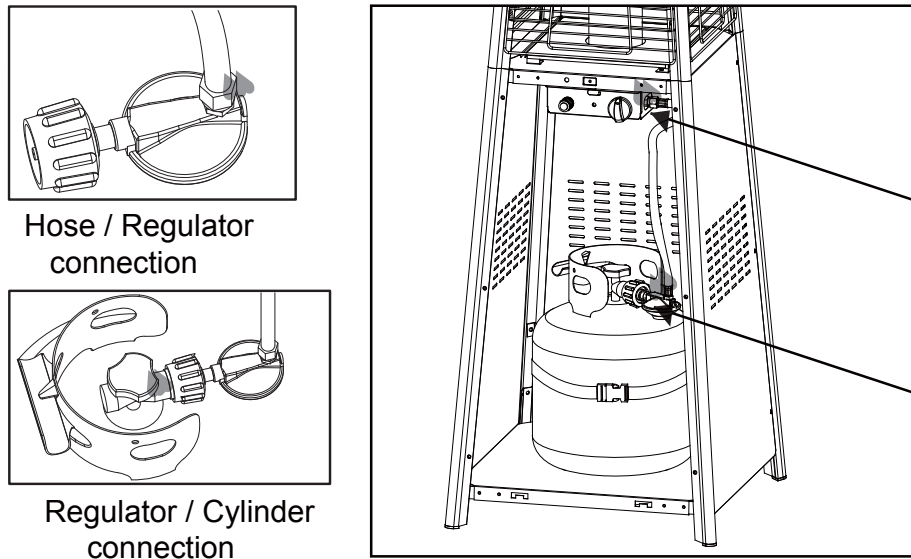


Table 1

Type of leak	Solution
Leak at hose/regulator connection	Tighten connection and perform another leak test. If bubbles continue to appear, the hose should be returned to the place of purchase.
Leak is at regulator/cylinder valve connection	Disconnect, reconnect, and perform another leak check. If you continue to see bubbles after several attempts, the cylinder valve is defective and should be returned to the cylinder's place of purchase.

## Positioning The Gas Patio Heater

This gas patio heater is only suitable for OUTDOOR USE only. It should never be used indoors.

Please position this gas patio heater on a solid and even surface. It is suitable for decking areas, patios and terraces. Never place this gas patio heater on grassy or uneven terrain.

Also, please ensure that the heater is placed in well ventilated area where there it atleast 50cm away from walls. It should be position in safe distance away from the people.

### Warning - Please Read Before Use

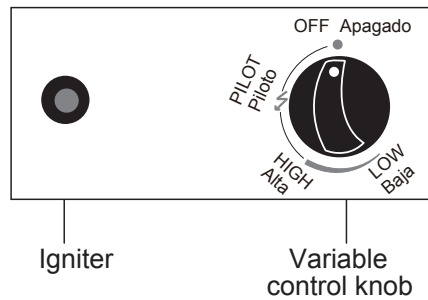
**Before using this gas patio heater, please ensure that the surrounding area is clearly away from any combustible materials and make sure there is no obstruction to the patio heater's air vents. Also, please ensure that the gas connections are secure and there are no leaks (see Checking For Gas Leaks). In addition, please inspect the hose assembly for excessive abrasion, cuts or wear. Do NOT use if the hose assembly is damaged.**

**IMPORTANT: Please inspect the provided hose assembly for excessive abrasion, cuts or wear. If so, DO NOT operate the patio heater and please purchase a replacement hose from the manufacturer.**

## Igniting

Please see Figure 13 which shows the control panel of the gas ignition.

Figure 13



To turn on the gas heater, please follow the instructions below:

1. First ensure the control knob is in the off position.
2. Then, fully open the gas cylinder valve.
3. Push the control knob inwards and rotate towards the pilot position.
4. Press the igniter button until pilot flame is visible through the glass tube.
5. Once the pilot is lit, continue to press the control knob for 30 seconds. After that, gently release the knob. The pilot light should burn on its own accord. If the pilot does not stay lit, repeat steps 4 to 6.
6. To set your desired heat, push in the control knob and turn to either HIGH or LOW. Then gently release the control knob.

## Turning Off

To turn off the flame, please follow the instructions below:

1. Turn the control knob towards the pilot. This will extinguish the burner but the pilot will remain ON.

**Please Note: Normally, the burner will make a slight popping sound when extinguished.**

1. To extinguish the pilot, depress the control knob and turn it clockwise to OFF.
2. Turn the cylinder valve clockwise to turn it off. Then, disconnect the regulator when the heater is not in use.

## Re-Igniting

If you have turned off the flame, please wait for 5 minutes to allow the gas to dissipate before reigniting. Please refer to the “Igniting” steps.

### **IMPORTANT NOTE ABOUT THE FLAME**

**During use, the height of the flame will reach two thirds of the height of the glass tube when operating at HIGH heat, and one third when operating at low heat. The flame should present itself as a bright and stable flame. There should be no noise or black smoke.**

**If the flame is operating abnormally, please turn off immediately and get a qualified professional to inspect the patio heater.**

## Care & Maintenance

**IMPORTANT: To ensure you get the best possible product life span of the product, we advise that you service this gas patio heater by a qualified professional.**

In addition getting this patio heater serviced annually, we also recommend that you maintain the heater by carrying out the following:

1. Keep exterior services clean by using warm soapy water. Never use corrosive/flammable cleaning agents.
2. When cleaning your unit, always keep the area around the burner and pilot assembly dry at all times.

**Warning: Never submerge the control box in water. If it has been submerged, DO NOT USE.**

1. For cleaning the burner area, please use a dry heavy-duty pipe cleaner
2. Carbon deposit may build up inside the glass tube reflector. Please disassemble the reflector and protective guards. Remove the glass tube so you can wash away the carbon deposit and allow it to fully dry. Once dried, reassemble back.

## Storage

When storing this gas patio heater, please make sure you have done the following:

1. Set the control knob to OFF
2. Turn OFF the valve on the gas cylinder and disconnect the cylinder from the patio heater's gas hose.
3. Store the heater upright in an area sheltered from direct contact with inclement weather (such as rain, sleet, hail, snow, dust and debris).
4. We also recommend that you use a suitable cover (not included) to prevent build up in the air vents

## Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Corrective Action</b>
<b>Pilot will not ignite</b>	Gas cylinder valve is closed	Open valve
	There is a block in pilot tube or the opening	Clean or replace the opening or pilot tube
	Air in gas hose	Open gas hose and let it bleed out for no more than 1 or 2 minute until you smell gas
	Low gas pressure with the cylinder valve fully open	Replace the gas cylinder
	Faulty igniter	Obtain a new igniter/control box from manufacturer
<b>Pilot will not stay lit</b>	Dirt/residue around the pilot	Clean/remove dirt/residue around the pilot
	Connection between the gas valve and pilot assembly is loose	Check if the connection is secure and perform a gas leak test (see Checking For Leaks)
	Thermocouple is not operating correctly	Replace thermocouple
<b>Burner will not light</b>	Gas cylinder is frosted over	Allow the gas cylinder to naturally defrost. Never apply any heat in an attempt to speed up the defrosting.
	Blockage in opening	Clear blockage
	Control knob is not in ON position	Turn control knob to ON
<b>Burner flame is low</b>	Gas pressure is low	Replace the gas cylinder
	Outdoor temperature is less than 5°C	Use a full cylinder
	There is blockage in either the burner or orifice	Locate and clear the blockage
<b>Carbon deposit/build up</b>	Dirt or film on reflector and burner screen	Cleaner reflector and burner screen
	Blockage in burner	Remove blockage and dry clean the burner inside & outside.



## Technical Support & Spare Parts

If you require any technical support or spare parts, please contact us on [support@streetwizeaccessories.com](mailto:support@streetwizeaccessories.com) and provide the product name and supplier code (see Technical Specifications) along with the technical query.

## Technical Specifications

<b>Product name</b>	Gardenwize Pyramid Tower Gas Patio Heater
<b>Product code</b>	GW366
<b>Dimensions</b>	220W (H) 52cm (W) x 52cm (D)
<b>Material</b>	Glass tube (Glass), Iron Steel (Panels/Plates), Aluminium Alloy (Lower & Upper Support Frame)
<b>Gas bottle/cylinder requirement</b>	Up to 7kg butane/propane gas cylinder/bottle Dimensions should not exceed: 31cm in diameter and 45.5cm high



**Streetwize:** Ashburton Road West,  
Trafford Park, Manchester M17 1RY  
[www.streetwizeaccessories.com](http://www.streetwizeaccessories.com)

**For product support:**  
E: [support@streetwizeaccessories.com](mailto:support@streetwizeaccessories.com)  
T: +44 (0)161 447 8597

**For trade enquiries:**  
E: [sales@streetwizeaccessories.com](mailto:sales@streetwizeaccessories.com)  
T: +44 (0)161 447 8580