

SGL35-L7/N7 Patio heater field warning



A patio heater has been reported where the Allen head screw (inside the outlet pressure boss) of the gas valve is partially open. This allows a small amount of gas to escape when the heater is in operation. In the manufacturing process of the heater the gas valves are 100% leak checked. The Allen head screw inside the outlet pressure bosses are not opened as part of the production process. Out of an abundance of caution we are contacting customers and asking them to verify that the outlet Allen head screw is screwed tight.



The heater reported was in the batch of patio heaters with the serial numbers below.

**1263002, 1263005, 1263006, 1262997, 1262999, 1263000, 1262993, 1262995,
 1263010, 1263011, 1263012, 1263015, 1263017, 1263023, 1263024, 1263013,
 1263014, 1263016,**

Serial Number location




ANSI Z83.13/CSA 2.35-2014 ANSI Z83.26/CSA 2.37-2017		 		LIGHTING & SHUTDOWN INSTRUCTIONS 1. Turn on gas & electrical supply. 2. Set time switches or thermostat to call for heat. 3. After 7 second pre-purge the burner should ignite within 10 seconds. If ignition fails, the burner control will attempt to ignite the appliance for 2 more times before going to lockout. Time delay between ignition attempts is 15 seconds. 4. If heater does not light, shut off gas completely for 5 minutes before attempting to relight. 5. To shut down the heater, turn off the gas & electrical supply.
HIGH INTENSITY INFRARED HEATER GAS-FIRED OUTDOOR INFRARED PATIO HEATER Radiateur à infrarouge à haute intensité Patio infrarouge de chauffage extérieur au gaz For either indoor or outdoor installation. Not for use in residential dwellings. Installer à l'intérieur ou à l'extérieur. Ne pas installer dans une habitation résidentielle.				
MODEL NO. <i>No. de Modèle</i>	<input type="text"/>	SERIAL NO. <i>No. de Série</i>	<input type="text"/>	INSTRUCTIONS D'ALLUMAGE ET DE FERMETURE 1. Mettre la valve a gaz et l'interrupteur a "ON". 2. Créer une demande de chauffage au thermostat. 3. Après 7 secondes de pré-purge, le brûleur doit s'allumer dans les 10 secondes. Si l'allumage échoue, la commande du brûleur tentera d'allumer l'appareil 2 fois de plus avant de passer en mode de verrouillage. La temporisation entre les tentatives d'allumage est de 15 secondes. 4. Si l'appareil ne s'allume pas, fermez le gaz complètement pour une period de 5 min. avant d'effectuer une nouvelle tentative d'allumage. 5. Pour fermer l'appareil, fermez le gaz et le courant électrique.
ALTITUDE	<input type="text"/>	GAS TYPE <i>Type de Gaz</i>	<input type="text"/>	
INPUT Btu/Hr <i>Consommation Btu / Hr</i>	MAX <input type="text"/>	MIN <input type="text"/>	ORIFICE SIZE <i>Taille de l'orifice</i>	APPROVED INSTALLATION ANGLES: 0, 15, 30, 45 & 60 DEGREE
MANIFOLD PRESSURE <i>Pression a l'échappement</i>	MAX <input type="text"/>	MIN <input type="text"/>		
SUPPLY PRESSURE <i>Pression de Sortie</i>	MAX <input type="text"/>	MIN <input type="text"/>		
ELECTRICAL <i>Électrique</i>	<input type="text"/>		DIRECT SPARK IGNITION	42849190 rev- 7/2018

Instructions

The following instructions demonstrate the steps that need to be taken to verify that the Allen screw is closed.

1) Safety

Turn off heaters electric and gas supply.

⚠ WARNING		
ELECTRIC SHOCK HAZARD	FIRE AND EXPLOSION HAZARD	BURN HAZARD
		
Disconnect electric before service. Heater must be connected to a properly grounded electrical source.	Turn off gas supply to heater before service.	Allow heater to cool 30 minutes before service. Glass and heater surfaces will still be hot after operation.
Failure to follow these instructions can result in death, serious injury or property damage.		

2) How to access the gas valve

1. Wait 30 minutes after the heater was last on for the glass to be completely cool.
2. Use a step ladder or other suitable access equipment to reach the heater.
3. Remove the glass access retainer. Retain screws for re-assembly.
4. Carefully slide the glass panel 2 from in the retainer rails and away from heater until the access door is exposed. See Figure 1.
5. Loosen the screws from the access panel assembly, this will give access to the control valve. See Figure 2.

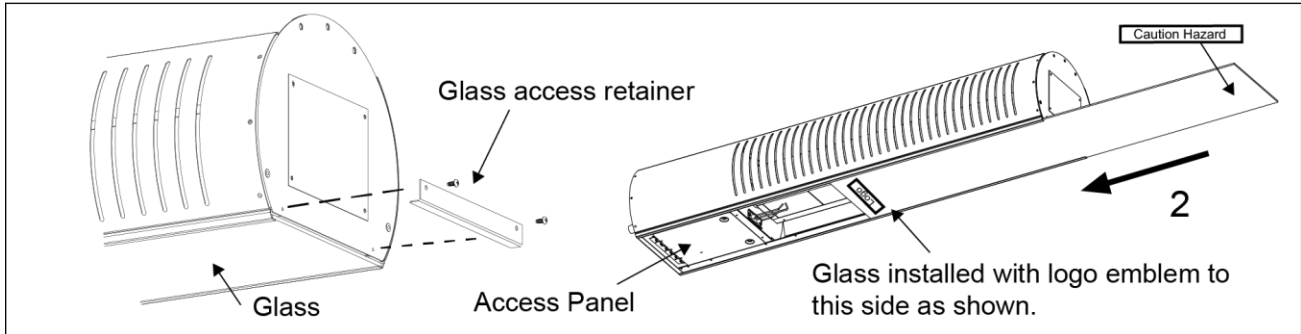


Figure 1

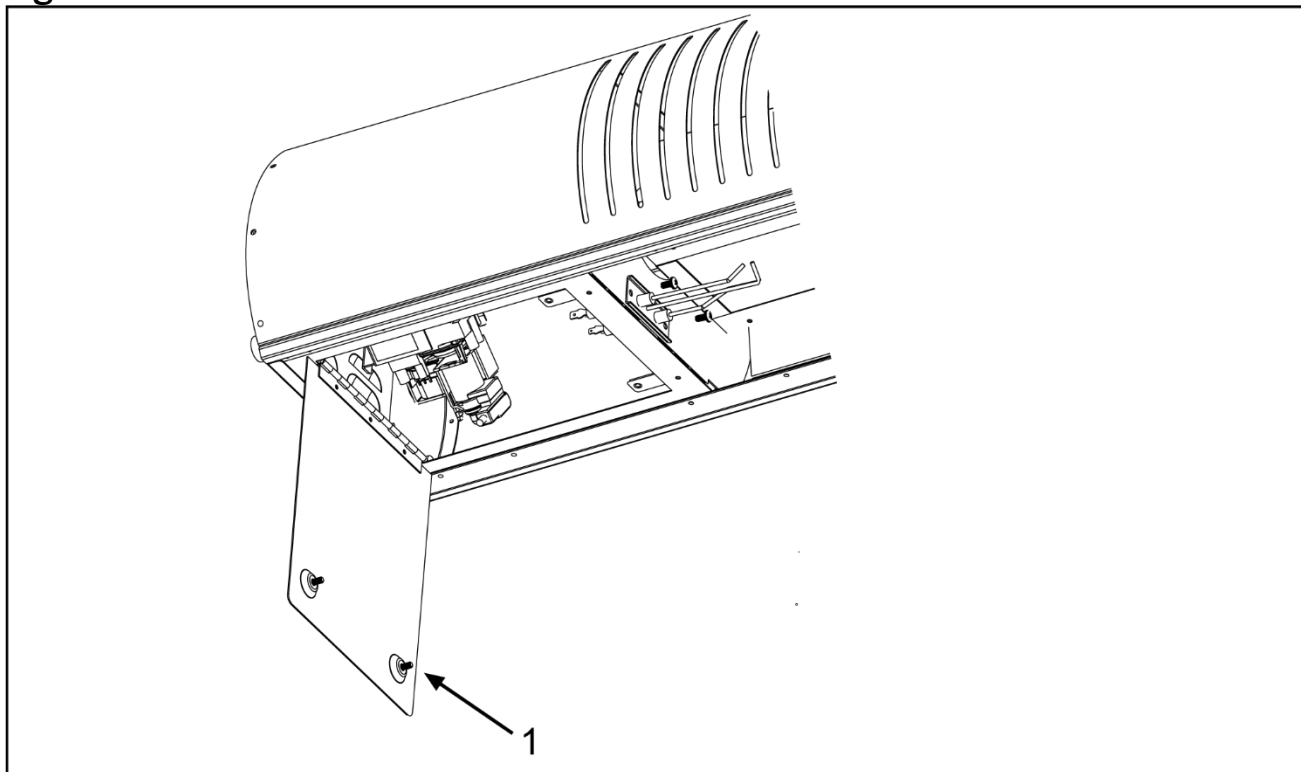


Figure 2

3) How to verify the Allen screw in the outlet pressure boss of the gas valve is tight.

Insert a 3/32" Hex Key Allen Wrench into the outlet pressure boss Allen screw. Turn wrench clockwise by hand with medium force. If the Allen screw does not rotate this indicates that it is

tight. If Allen screw turns then turn clockwise until it is tight. See Figure 3 for pressure boss location.

CAUTION – Do not use a power tool, the Allen screw will strip and the gas valve will need to be replaced.

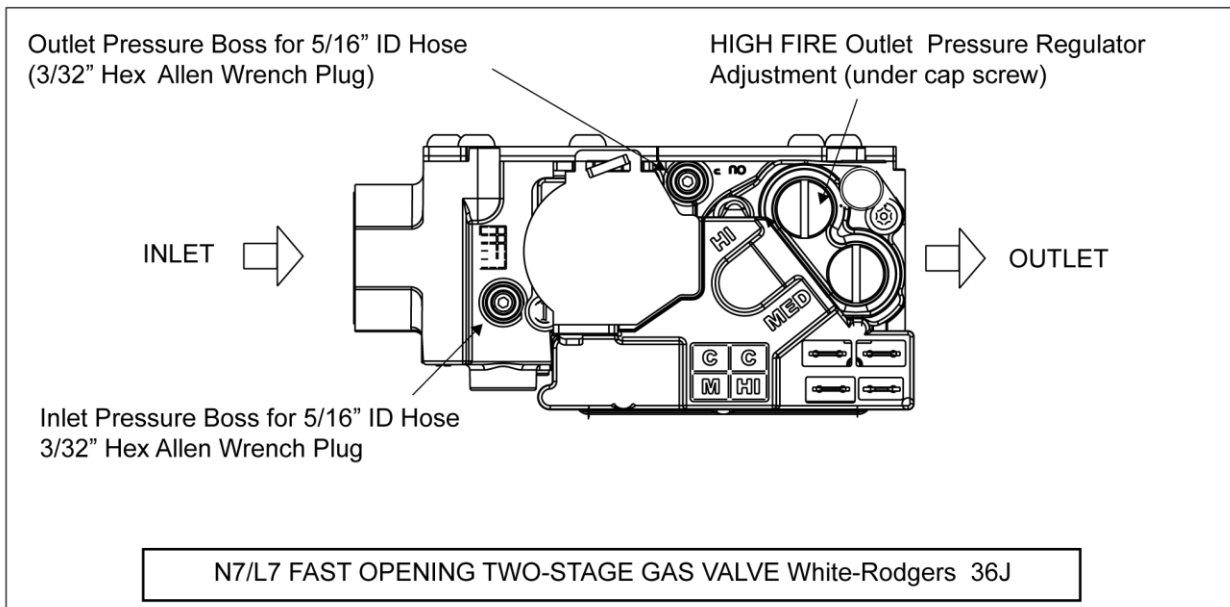


Figure 3

4) Replacing the components

- 1. Inserting the glass.** The side of the glass where the logo emblem is attached must be slid in first for the logo emblem's final position to be at the control side of the heater.
- 2. Slide the glass into the "Glass Retainer Rails".** The glass must be held parallel to the Glass Retainer Rails during assembly. The glass will slide in easy with ample clearance. Slide the glass until it is positioned under the Glass Retainer at the heaters control enclosure side. At this point the glass will be flush with the heater at the insertion point.

Note: If the ceramic glass does not slide in easily review position of ceramic glass to glass retainers and adjust if needed. Do not force the ceramic glass into the glass retainers!

- 3. Reinstall the Glass Access Retainer with the two (2) sheet metal screws.**

5) Completion

Turn on the electric and gas supply to the heater.

Please respond by e-mail to SGL35@sunstarheaters.com with the serial number that has been inspected and whether the Allen screw was tight or loose when it was inspected.