WARMING TRENDS

PLATINUM AND COBALT IGNITION SYSTEMS™ USER GUIDE

SCAN TO WATCH AN INSTALLATION VIDEO

THE PLATINUM AND COBALT IGNITION SYSTEMS ARE CERTIFIED INDEPENDENT OF ANY BURNER SYSTEM.

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SCANNER POUR LE FRANÇAIS

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IMPORTANT PRODUCT WARNINGS

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 appliances.

A 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.

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

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.

INSTALLER: Leave this user guide with the appliance.
CONSUMER: Retain this user guide for future reference.

The installer is responsible for using the correct fuel line sizing and/or regulation to provide gas within the specified minimum and maximum gas inlet pressures of the fire feature.

AVERTISSEMENTS IMPORTANTS CONCERNANT LES PRODUITS

DANGER
RISQUE D'INCENDIE OU D'EXPLOSION
S'il y a une odeur de gaz :

- **Coupez l'admission de gaz de l'arrareil.**
- **Éteindre toute flamme nue.**
- **Si l'odeur persiste, éloignez-vous de l'appareil et appelez immédiatement le fournisseur de gaz ou le service d'incendie.**
- **Si ces précautions ne sont pas respectées, cela pourrait provoquer un incendie ou une explosion, pouvant causer des dommages matériels, des blessures ou la mort.**

AVERTISSEMENT
Ne pas entreposer ni utiliser de l'essence ni d'autres vapeurs ou liquides inflammables dans le voisinage de l'appareil, ni de tout autre appareil.

Une bouteille de propane qui n'est pas raccordée en vue de son utilisation, ne doit pas être entreposée dans le voisinage de cet appareil ou de tout autre appareil.

AVERTISSEMENT
Pour utilisation à l'extérieur seulement.
L'installation et l'entretien doivent être effectués par un installateur qualifié, une agence de service ou le fournisseur de gaz.

AVERTISSEMENT
Si les informations de ce manuel ne sont pas suivies à la lettre, un incendie ou une explosion peut en résulter et causer des dommages matériels, des blessures corporelles, ou la mort.

DANGER!

MONOXYDE DE CARBONE

Cette appareil peut produire du monoxyde de carbone, un gaz inodore.
L'utilisation de cet appareil dans des espaces clos peut entrainer la mort.
Ne jamais utiliser cet appareil dans un espace clos comme un véhicule de camping, une tente, une automobile, ou une maison.

Ne pas utiliser cet appareil s'il a été plongé, même partiellement, dans l'eau. Appeler un technicien qualifié pour inspecter l'appareil et remplacer toute partie du système de commande et toute commande qui a été plongée dans l'eau.

INSTALLATEUR Laissez ce manuel ave l'appliance
CONSOMMATEUR:
Conserves ce manuel pour référence ultérieure.

Il incombe à l'installateur d'utiliser le dimensionnement et / ou la régulation corrects de la conduite de carburant pour fournir du gaz dans les pressions d'entrée minimum et maximum spécifiées pour la fonction incendie.

GENERAL INFORMATION

This User Guide contains critical information for the safe installation and operation of your Platinum or Cobalt Ignition System. **You must read this user guide in its entirety prior to installation and/or operation. Failure to follow these instructions may result in property damage, personal injury, or death.**

WARNING

HOT! DO NOT TOUCH.

SEVERE BURNS MAY RESULT.

CLOTHING IGNITION MAY RESULT.

- **Young children should be carefully supervised when they are in the area of the appliance.**
- **Clothing or other flammable materials should not be hung from the appliance or placed on or near the appliance.**
- **Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.**

Installation and service must be performed by a qualified installer, service agency, or the gas supplier. It is the installer's responsibility to read thoroughly before installing or servicing this equipment to ensure a safe installation and to educate the end user as to proper operation. Warming Trends is not responsible for damage due to improperly installed or operated units. Installers must leave this user guide with the end user. Instructions are updated as needed, and it is the installer or owners' responsibility to periodically review Warming Trends website for applicable updates (www.Warming-Trends.com) Please keep this with your important papers.

WARNING
Do not use 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
Product is not intended to be used to burn wood or other combustibles. Solid fuels shall not be burned in the appliance.
Do not put any combustible materials into the fire feature.

WARNING
Only use Liquid Propane or Natural Gas as specified for your Warming Trends appliance or burner.
Do not use an alternative fuel.

SCAN TO VISIT WARMING-TRENDS.COM/RESOURCES FOR UPDATED OWNER'S MANUALS.

CODE REQUIREMENTS

It is the responsibility of the installer to consult with the local municipality and to FOLLOW ALL LOCAL CODES concerning the installation and operation of the fire feature.

For systems with a Platinum or Cobalt Ignition System:

When the appliance is connected to a fixed piping system, the installation must conform with local codes, or in the absence of local codes with the *National Fuel Gas Code,* ANSI Z223.1·NFPA54; *National Fuel Gas and Propane Installation Code,* CSA B149.1; or *Propane Storage and Handling Code,* CSAB149.2, as applicable.

MINIMUM AND MAXIMUM GAS INLET PRESSURES

The installer is responsible for using the correct fuel lines and/or regulation to provide gas to the fire feature within the specified minimum and maximum gas inlet pressures below:

GAS PRESSURE REQUIREMENTS

PRESSURE	NATURAL GAS	PROPANE
Minimum	3.5" W.C. / .8718 Kpa	8.0" W.C. / 1.9927 Kpa
Nominal	7.0" W.C. / 1.7436 Kpa	11.0" W.C. / 2.7399 Kpa
Maximum	14.0" W.C. / 3.4872 Kpa	14.0" W.C. / 3.4872 Kpa

ELECTRICAL REQUIREMENTS

Platinum and Cobalt Ignition Systems operate at distinct voltages, amperages and watts. The necessary transformers for proper operation of Platinum and Cobalt Ignitions are not interchangeable.

Platinum Ignition Systems operate on 24 Volts AC Power and require a Class II 24 VAC, 3 Amp, 50 Watt or larger transformer. Cobalt Ignition Systems operate on 12 Volts AC Power and require a Class II 12 VAC, 6 Amp, 72 Watt or larger transformer.

PLATINUM IGNITION SYSTEM

WARNING
Platinum Ignition System operates on 24 Volts AC power ONLY

DO NOT Attempt to Power using 110 Volts AC Power - Damage WILL RESULT

ELECTRICAL CONNECTIONS

To ensure proper operation of the Platinum Ignition System, it is crucial to use the supplied 24 Volt Class II 50-Watt Transformer. If an alternative transformer is utilized, it must be a Class II 24 VAC, 3 amp, 50 Watt, or larger to meet the unit's requirements. For installations with a total line length up to 50 feet, a minimum of 14 gauge wire should be used, while 12 gauge wire is recommended for installations up to 100 feet. For optimal results, it is highly recommended to utilize dielectric grease or silicon to fill all wire nuts employed during the Platinum installation.

WIRING OF MULTIPLE PLATINUM IGNITIONS

When connecting multiple Platinum Ignition Systems, each unit has a blue and a yellow wire for power connection. These are the power wires. When multiple Platinum Ignition Systems are connected, the polarity between them must be the same.

To maintain correct polarity, it is necessary to connect all the blue wires to one wire from the transformer, and all the yellow wires to the other wire from the transformer.

Note: When connecting two units, it is essential to use a higher output transformer.

COBALT IGNITION SYSTEM

WARNING
Cobalt Low Voltage Ignition System operates on 12 Volts AC power ONLY

DO NOT Attempt to Power using 110 Volts AC Power – Damage WILL RESULT

ELECTRICAL CONNECTIONS

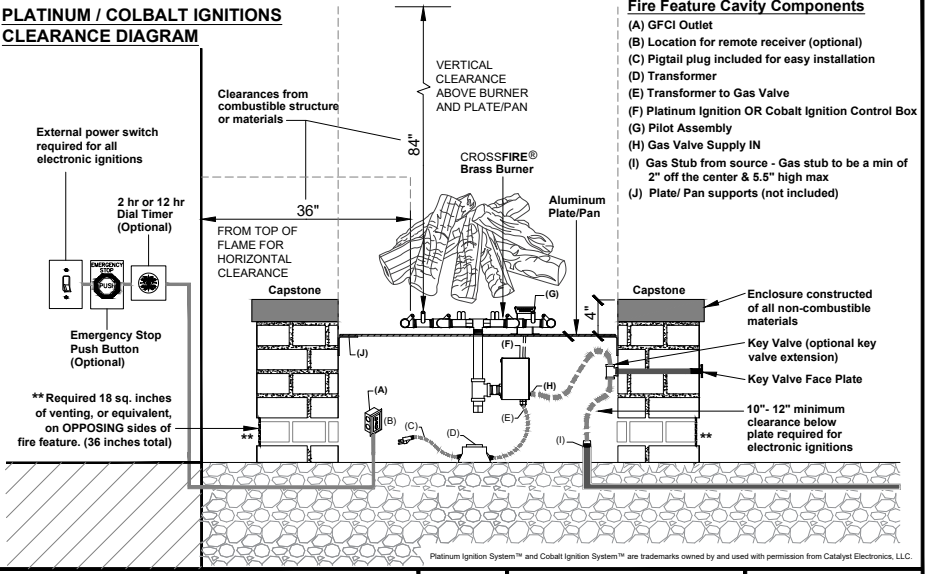
To ensure proper operation of the Cobalt Low Voltage Ignition System, it is crucial to use the supplied Class II 12 VAC, 6 AMP, 72 Watt Transformer. If an alternative transformer is utilized, it must be a Class II 12 VAC, 6 AMP, 72 Watts, or larger to meet the unit's requirements. For installations with a total line length up to 50 feet, a minimum of 14 gauge wire should be used, while 12 gauge wire is recommended for installations up to 100 feet. For optimal results, it is highly recommended to utilize dielectric grease or silicon to fill all wire nuts employed during the Cobalt Low Voltage installation.

WIRING OF MULTIPLE COBALT LOW VOLTAGE IGNITIONS

Note: When connecting two units, it is essential to use a higher output transformer.

CLEARANCE DIAGRAM

PLATINUM / COLBALT IGNITIONS CLEARANCE DIAGRAM



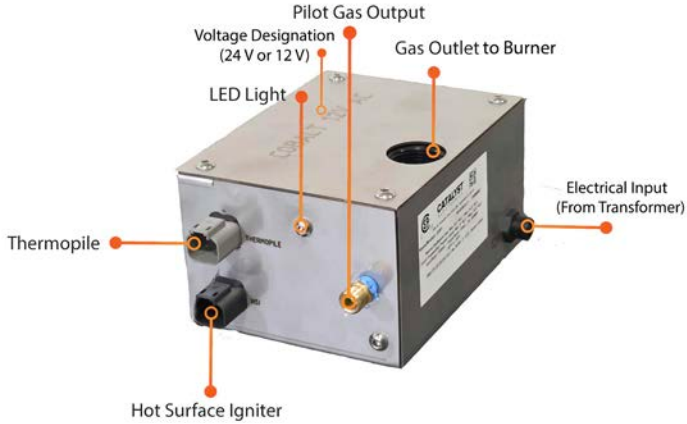
Fire Feature Cavity Components

- (A) GFCI Outlet
- (B) Location for remote receiver (optional)
- (C) Pigtail plug included for easy installation
- (D) Transformer
- (E) Transformer to Gas Valve
- (F) Platinum Ignition OR Cobalt Ignition Control Box
- (G) Pilot Assembly
- (H) Gas Valve Supply IN
- (I) Gas Stub from source - Gas stub to be a min of 2" off the center & 5.5" high max
- (J) Plate/ Pan supports (not included)

WARMING TRENDS
www.warming-trends.com

Date: 07/16/2025	Customer:	Approved by:
Scale: NTS	Estimate #:	Approval Date:
Tolerance: 0.75"	Revision Date: 08/05/2025	Designer: BLD

CONTROL BOX LAYOUT



INSTALLATION INSTRUCTIONS

If the Pilot Assembly for the Ignition System™ is not installed on the Plate or Pan, start here for complete installation instructions. If your Plate or Pan does not have Precut Knockouts, skip to Step 2. If the Pilot Assembly has been installed on the plate or pan, skip to Step 3 below for installation instructions.

INSTALLATION OF THE IGNITION SYSTEM PILOT ASSEMBLY TO THE PLATE USING PRE-CUT KNOCKOUTS

The Plate or Pan that was included with your burner should have pre-cut pilot assembly knockouts for various burners. The burner type and size are etched into the plate/pan next to the knockout for that burner's pilot assembly location. To install the pilot assembly:

1. LOCATE AND REMOVE THE APPROPRIATE KNOCKOUT

1.1 Confirm the type and size of your burner on the Packing Slip for your Order.

1.2 Locate the Pilot Assembly knockout on the plate/pan that matches your burner type and size. (See Photo 1)

1.3 Remove the matching knockout by placing a screwdriver or other small tool in the opening at the edge of the knockout. Push one side of the knockout down to break the connector and remove the circular piece of aluminum with pliers. Do not remove any other knockouts. (See Photo 2)

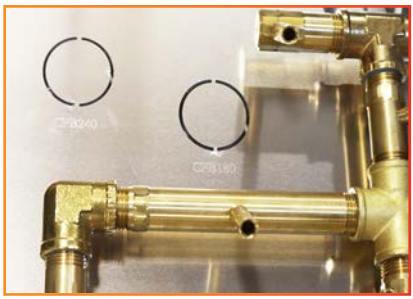


Photo 1: Pilot Assembly Knockouts

Photo 2: Breaking the Knockouts

2. INSTALLING THE PILOT ASSEMBLY ON THE PLATE/PAN

2.1 Locate the Pilot Assembly. The Pilot Assembly consists of a wind cage, wind cage cap, pilot burner, and self-tapping screws. On the pilot assembly, you will see a hot surface igniter, a pilot burner, and a thermopile.

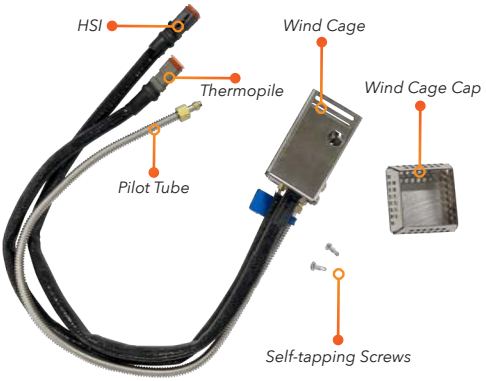


Photo 3a: Pilot Assembly

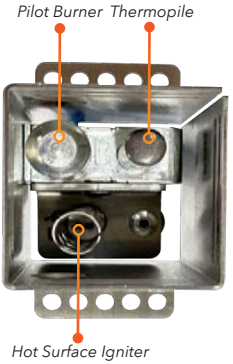


Photo 3b: Top-Down View of Pilot Assembly

2.2 Remove the wind cage cap from the top of the pilot assembly and set it aside until the plate/pan is installed onto your fire feature.

2.3 Carefully, unroll the wires coming from the bottom of the pilot. Feed the wires through the knockout opening created in step 1.3.

2.4 Rotate the pilot assembly in the knockout opening until the circular opening on the wind cage and thermopile are adjacent to the nearest jet with the thermopile nearest to the jet. Position the pilot assembly to cover the entire knockout opening. (See Photo 4a and 4b)

Photo 4a: Wind Cage Positioning

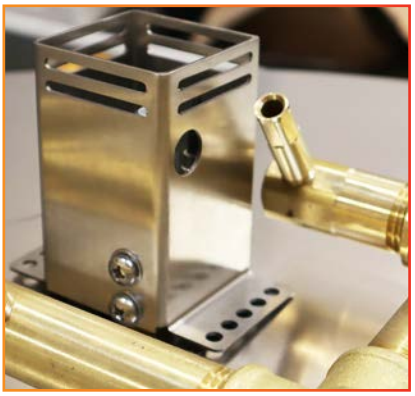


Photo 4b: Wind Cage Circular Opening Positioning

2.5 Once the wind cage is properly aligned, use the self-tapping screws to secure the wind cage to the plate or pan. (See Photo 5)

Photo 5: Securing the Wind Cage to the Plate/Pan

3. INSTALLING THE VALVE INTO THE PLATE/PAN

CROSS**FIRE®** 2.0 Brass Burners may be used with either Natural Gas or Liquid Propane and are shipped with both a Natural Gas Adapter (NGA) (See Photo 6a) for use when the system is to be operated with Natural Gas and a Liquid Propane Adapter (LPA) (See Photo 6b) when the system is to be operated with Liquid Propane. The appropriate adapter for the intended gas type must be installed prior to use in accordance with the following instructions. Notice, each LPA/NGA has a gas flow arrow showing the direction of gas flow (See Photo 6c). If your system does not include a flex line kit, make sure the applicable gas adapter is installed to the coupling on the bottom of the plate. We recommend that the extra adapter be saved for future use if the unit is relocated and/or the supplied gas type is changed.

Photo 6a: NGA

Photo 6b: LPA

Photo 6c: gas flow arrow

Warming Trends has two different drip legs for the Platinum Ignition System depending on the BTU supply of the burner. Depending on the BTU output of your burner system, your drip leg will be made of either ½" or ¾" piping. (See Photo 7a)

3.1 Identify the coupling under the plate. Apply joint compound, thread sealant, or plumbing tape to the threads of the exposed end of the provided 5" nipple on the drip leg assembly and tighten to the female end of the coupling with a wrench to avoid leaks. Align the tee so it is facing away and perpendicular to the two small holes cut out on the plate. (See Photo 7b)

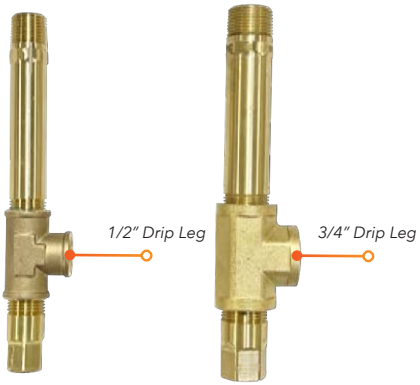


Photo 7a: Drip Legs

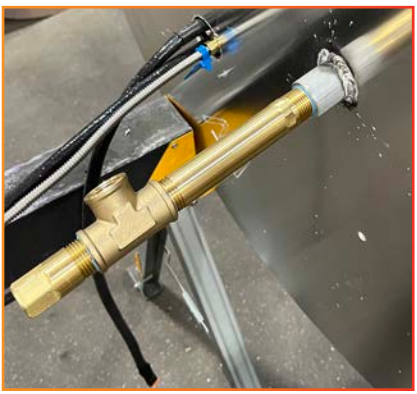


Photo 7b: Installing the Drip Leg

3.2 Identify the gas outlet on the valve box assembly. Based on your burner selection, the outlet will have a LPA/NGA with a reducing bushing attached (See Photo 8a), a LPA/NGA with two reducing bushings attached (See Photo 8b), or a ¾" x 3" nipple attached (See Photo 8c).

Photo 8a

Photo 8b

Photo 8c

3.3 Apply joint compound, thread sealant, or plumbing tape to the threads of the exposed end of the LPA/NGA, reducing bushing, or nipple on the valve and tighten to the female end of the tee on the drip leg. Tighten with a wrench to avoid leaks. Orient the valve box so that the gray and black connection recepticals are closest to the plate as shown in Photo 9.

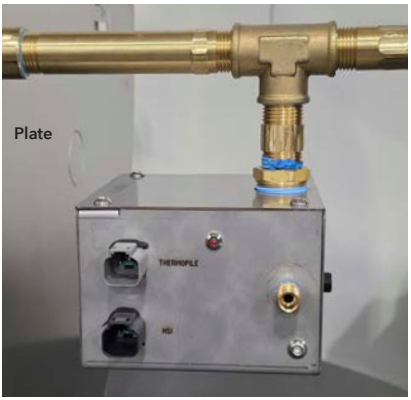


Photo 9

4. CONNECTING THE PILOT TO THE VALVE ASSEMBLY

4.1 Identify the connector ports on the valve. One is black and labeled Hot Surface Igniter and one is gray and labeled Thermopile. Locate the connectors of the same color on the pilot assembly and plug them in to the matching connectors. (See Photo 10)

4.2 Identify the brass male thread on the valve. Locate the corresponding brass female thread on the metal pilot tube extending from the wind cage. Join the female end on the pilot assembly to the male end on the valve using a ½" wrench (DO NOT APPLY ANY THREAD SEALANT). (See Photo 11)

Photo 10: Electronic Connections from the Pilot to Valve

Photo 11: Connecting the Gas Line From the Pilot to the Valve

5. CONNECTING THE TRANSFORMER TO THE VALVE BOX

5.1 Valve Boxes for Platinum 24 Volt Ignitions are labeled "Platinum" and designated as 24 Volt. The transformer supplied with the system is also designated as 24 Volts. See photos 12 and 13 below. When operating a Platinum Ignition with an alternate transformer, that transformer must meet the 24 Volt requirements specified below.

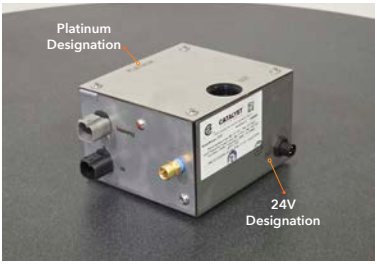


Photo 12

Photo 13

5.2 Valve Boxes for Cobalt 12 Volt Ignitions are labeled "Cobalt" and designated as 12 Volt in two locations. The transformer supplied with the system is also designated as 12 Volts. See photos 14 and 15 below. When operating a Cobalt Ignition with an alternate transformer, that transformer must meet the 12 Volt requirements specified below.

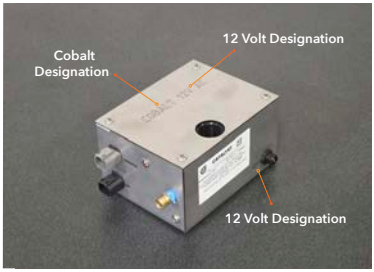


Photo 14

Photo 15

5.3 The transformer supplied with your Ignition System has a threaded two prong circular connector that inserts into a compatible receptacle on the Ignition Box. Simply insert the two prong circular connector into the receptacle on the Ignition Box and hand tighten to provide a secure connection.

Photo 16 below is the end of the threaded two prong circular adapter of the transformer and Photo 17 shows the insertion of the circular connector into the receptacle of the Ignition Box.

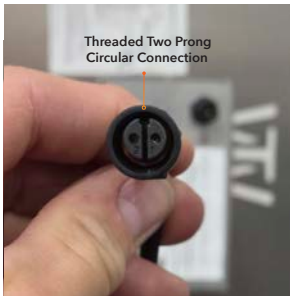


Photo 16

Photo 17

6. ASSEMBLE FLEX LINE KITS FOR IGNITION

FK1 Installation:

6.1 Identify your FK1 flex line kit for units up to 249K BTUs. (See Photo 18)

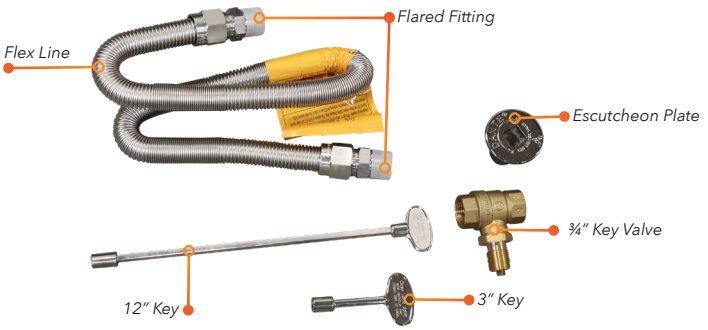


Photo 18: FK1 Flex Line Kit

6.2 Identify the flared fitting that comes on the end of your flex line. There should be two total. Unscrew the flared fitting from the flex line, then apply thread sealant to the non-flared end of the fitting (See Photo 19) and screw into the "IN" side of the valve. Tighten with a wrench to avoid leaks. (See Photo 20)

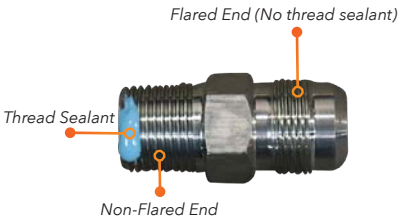


Photo 19: Flared Fitting with Thread Sealant

Photo 20: Connecting the Flared Fitting to the Platinum Valve

6.3 Screw the flex line onto the flared end of the flared fitting that is attached to the valve. Do not use thread sealant. Tighten with a wrench to avoid leaks. (See Photo 21)

Photo 21: Attaching the Flex Line

6.4 Apply thread sealant to the non-flared end of the second flared fitting and screw into one side of the provided key valve using thread sealant. Tighten with a wrench to avoid leaks. (See Photo 22)

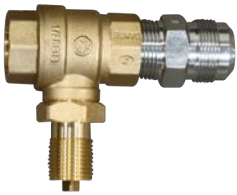


Photo 22: Connecting the Flared Fitting to the Key Valve

6.5 Mount the key valve and escutcheon plate to your fire pit, and then take the other end of the flex line and screw it into the flared end of the flared fitting on the key valve, connecting the key valve to the Platinum or Cobalt Valve. Do not use thread sealant. Tighten with a wrench to avoid leaks. (See Photo 23)
The other end of the key valve will then connect to your gas supply.

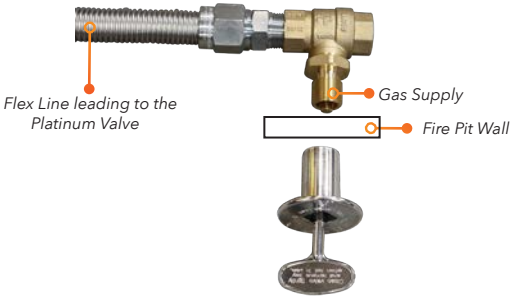


Photo 23: Connecting the Flex Line from the Platinum or Cobalt Valve to the Key Valve

FK2 Installation:

6.6 Identify your FK2 for 250K BTU and above units. (See Photo 24)

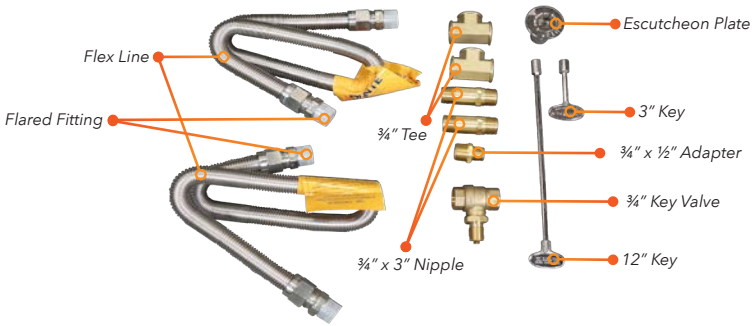


Photo 24: FK2 Flex Line Kit

6.7 Identify one of the 3/4" x 3" nipples that comes with your kit. Apply thread sealant to one end of the nipple and screw into the "IN" side of the valve. Tighten with a wrench to avoid leaks. (See Photo 25)

Photo 25: Connecting the ¾" x 3" nipple to the Platinum Valve

6.8 Your FK2 kit should have two flex lines. Each flex line comes with two flared fittings screwed onto the end. Remove these from the flex line. Identify the ¾" tee that comes with your kit. Screw this onto the end of the ¾" x 3" nipple attached to the valve. Then, screw the non-flared ends of two of the flared fittings into the tee. Use thread sealant on all connections and tighten all connections with a wrench to avoid leaks. (See Photo 26) for complete installation. Refer back to Photo 19 for sealant detail.

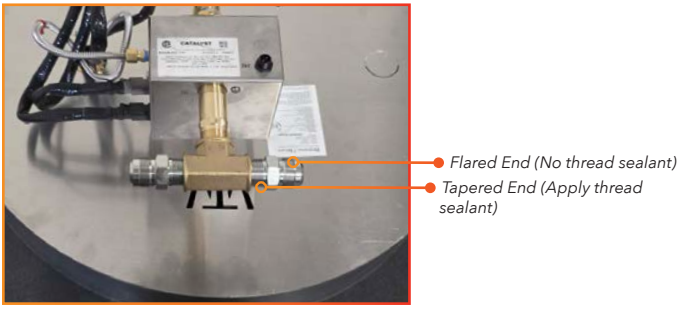


Photo 26: Connecting the Flared Fittings and ¾" Tee to the 3" Nipple

6.9 Take the ends of your two flex lines and screw them into the flared ends of the two flared fittings seen in Photo 26. Do not use thread sealant. Tighten with a wrench to avoid leaks. (See Photo 27)

Photo 27: Connecting the Flex Lines to the Flared Fittings

6.10 Identify your other tee, nipple, remaining two flared fittings, and ¾" key valve that come with the kit. Using thread sealant for all joints, assemble these components. Tighten with a wrench to avoid leaks. (See Photo 28)

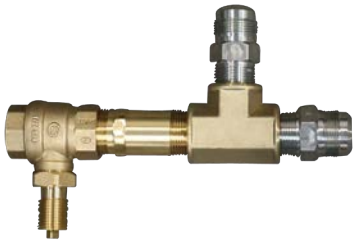


Photo 28: Constructing the Key Valve assembly that will connect to the Platinum or Cobalt Valve

6.11 Mount the key valve assembly from Step 6.10 as well as the provided escutcheon plate to your fire pit. Then, take the two open ends of the flex lines from Step 6.9 and connect them to the flared fittings on the see attached to your key valve assembly. This will connect the Key Valve to the Platinum or Cobalt Valve (See Photo 29)**.** The other end of the key valve will then connect to your gas supply. Do not use thread sealant. Tighten with a wrench to avoid leaks.

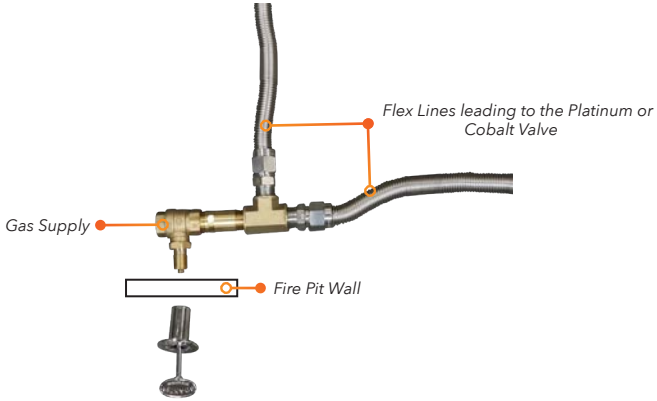


Photo 29: Connecting the Flex Lines from the Platinum or Cobalt Valve to the Key Valve

7. FINISHING UP

7.1 Once all connections have been completed, place the burner system in the fire feature. Put the wind cage cap back on the wind cage. This must be done before any media is added to the feature to prevent any pieces from falling into the wind cage. Make sure the power to the feature is turned off. Plug the 6' pigtail into the GFCI outlet. Turn the power on to ignite.

WARNING LABEL

The following label has been provided with the appliance. Affix the label in a conspicuous location adjacent to the appliance.

WARNING: Improper installation, adjustment alteration, service, or maintenance can cause property damage, personal injury, or loss of life. Refer to the owner's user guide provided with this appliance. Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

WARNING: Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliances.

A LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

AVERTISSEMENT: Une installation, un ajustement, une modification, une réparation ou un entretien inapproprié peuvent être la cause de blessures ou de dommages. Veuillez lire attentivement les instructions d'installation, d'utilisation et d'entretien avant d'installer ou de réparer ce matériel.

AVERTISSEMENT: Ne pas entreposer ni utiliser de l'essence ni d'autres vapeurs ou liquides inflammables dans le voisinage de l'appareil, ni de tout autre appareil.

Un bouteille de propane qui n'est pas raccordée en vue de son utilisation, ne doit pas être entreposée dans le voisinage de cet appareil ou de tout autre appareil.

MEDIA INSTALLATION

Only use approved decorative media (glass, lava rock, ceramic log sets, steel log sets, etc.) that have been manufactured for specific use in outdoor fire features.

Media must be ½" or larger in size to prevent media from falling into gas orifices and blocking flow of gas out of orifices. Use approved media only. **To avoid media dust or debris from getting into the system, do not dump the media over the burner.** Place the media onto the plate or pan.

Media should be piled no more than halfway up the pilot of assembly so that the pilot gas orifice opening and the pilot cooling holes are above the media allowing for pilot flame to easily reach gas jet orifice. Incorrect media installation that blocks pilot cooling holes will cause the pilot flame to stifle, blocking of thermal sensor, and/or a delay in burner ignition. **{See pictures below for examples of proper installation heights.}**

For Ceramic Log Sets: Place logs on top of lava rock or media base according to preference and desired flame pattern. Do not block, cover, or obstruct the pilot assembly. Blocking, covering, or placing ceramic logs too close to the pilot assembly may cause excessive heat on pilot causing the system to fail which is not covered under warranty.

Examples of proper media height on pilot assembly.

Pilot Cooling Holes

OPERATION INSTRUCTIONS

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 which has been under water.

WARNING: HOT - DO NOT TOUCH - SEVERE BURNS MAY RESULT - CLOTHING IGNITION MAY RESULT

CAREFULLY SUPERVISE children in same area as the appliance. Alert children and adults to hazards of high temperature. Clothing or other flammable materials should not be hung from the appliance or placed on or near the appliance.

WARNING

The appliance should be inspected before use and at least annually by a qualified service technician. Any guard or protective device removed for servicing must be replaced prior to operation. Keep the appliance area clear and free from combustible materials, gasoline, and other flammable vapors and liquids.

LIGHTING INSTRUCTIONS

STOP! READ ALL THE SAFETY INFORMATION.

LIGHTING YOUR PLATINUM OR COBALT IGNITION SYSTEM™

WARNING: A qualified, licensed electrician must install power supply for the Platinum or Cobalt Ignition System. An outdoor NEMA rated GFCI Receptacle outlet should be installed within the interior of the enclosure above grade to supply power to system.

1. Confirm that your Natural Gas or Liquid Propane supply to the appliance is OPEN or ON.
2. If you do not smell gas, use the key to turn the **Key Valve** or gas control valve to the ON position by turning the key to the left.
3. Turn on power to the fire feature with switch, button, or remote. Within 10 seconds of power application Pilot Flame should be lit and visible. Once the pilot is lit, the main burner will ignite shortly after.
4. Use **Key Valve** to adjust flame to desired height.

TURNING OFF YOUR PLATINUM OR COBALT IGNITION SYSTEM™

1. Turn off power to the appliance with remote control or wall switch.
2. Turn **Key Valve** to OFF position by turning key to the right.
3. If using LP bottle/tank – turn bottle/tank to CLOSED position.
4. Verify flame is OUT.

WARNING

If fire feature fails to turn off completely (small flames still visible) turn off gas supply using the manual gas shutoff.

WARNING: FOR REMOTE CONTROL USE: To prevent unwanted startup, turn off power to the appliance when not in use.

WARNING: For Platinum or Cobalt Ignition Systems, which have 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 property damage, personal injury, or death.

GENERAL MAINTENANCE

WARNING

Installation and repair should be done by a qualified technician. Appliances should be inspected prior to each use and inspected at least once annually by a qualified gas appliance service professional.

WARNING

Ensure gas and power are shut off and appliance is cool before servicing.

WARNING

Any guard or protective device removed for servicing must be replaced prior to operating

PRIOR TO EACH USE

Keep any debris out of appliance - clean as needed. If debris is found, remove before lighting system.

SEMI-ANNUALLY

Every six months, or as needed, remove media, lava rock, or glass from around the pilot assembly. Clean the thermocouple of any soot using a soft brush. Be careful not to damage the igniter element. Be sure when returning your media to the feature to avoid over covering the jets or the pilot assembly as detailed on page 18.

If the gas is not consistently flowing from the pilot gas orifice, it should also be cleaned. Remove the wind cage cap and clean the opening on the side of the orifice of any debris or soot that may be obstructing gas flow from the pilot gas orifice. Replace the wind cage cap when done.

ANNUALLY

Annual inspection and cleaning of the fire feature is recommended. If at any time the flames exhibit any abnormal shapes or behavior or if burner fails to ignite properly, the holes located in the base of the gas jet orifices may require cleaning. To clean the appliance, carefully remove the logs and media to allow access to burner. Use a brush to carefully remove dust, spider webs, and loose particles. Periodical inspection by a qualified service technician of the air-intake on the side of the jet is recommended to ensure your fire feature performs properly.

If a jet is clogged, use a wire or small puncture tool and carefully insert in jet. Tool should be the size of a small paper clip.

WARNING

Fire feature should be inspected by user prior to each use and inspected at least once annually by a qualified gas appliance service professional.

TROUBLESHOOTING

Error codes are displayed by a flashing LED. This LED's primary function is to aid a trained technician in diagnosing basic issues with the device. The repetition period of the flashes is 10 seconds, each flash is ON for 0.5 seconds and OFF for 0.5 seconds.

NUMBER OF FLASHES	ERROR REASON
Solid LED	No issue. Pit is ON and operational.
LED Off	No issue. Pit is OFF.
1	HSI ISSUE DETECTED - HSI did not prove, likely needs to be replaced.
2	THERMOPILE ISSUE DETECTED - Thermopile did not detect heating or did not get hot/stay hot, likely needs to be replaced or pilot assembly has been damaged.
3	24 HOUR TIMER TRIGGER - Pit has been on for more than the maximum allowed time. Power cycle is required.
4	HARDWARE ISSUES DETECTED - Please contact customer service at (303) 346-2224 or Orders@Warming-Trends.com.

TROUBLESHOOTING COUNTERMEASURES

Below are some potential causes and *countermeasures* to the symptoms.

NO PILOT FLAME. HSI HEATS UP BUT PILOT WON'T LIGHT

- Air in the gas line - *If this is a new install, it may take several attempts to purge the air.*
- Debris is in the gas line - *Clear the gas line.*
- Water/Moisture is in the gas line - *Clear the gas line.*
- Incorrect Gas pressure - *Confirm proper gas pressure.*
- Pilot gas orifice is dirty - *Remove the wind cage cap and clean.*
- Wind conditions might be too severe.

PILOT LIGHTS BUT BURNER WILL NOT LIGHT

- Gas pressure is incorrect - *Confirm proper gas pressure.*
- Small pilot flame - *Remove the wind cage cap and clean pilot gas orifice.*
- Dirty thermal sensor - *Clean using soft brush.*
- Debris is blocking gas orifice in burner - *Purge water and air from gas lines or in the burner and confirm there is no debris in gas lines.*

BURNER TURNING OFF UNEXPECTEDLY

- Improperly applied media - *Make sure your media is not covering the pilot assembly and that your logs are not placed over or too near the wind cage.*
- Gas pressure is incorrect - *Confirm proper gas pressure by checking at the gas stub to the feature and the Gas Inlet Pressure.*
- Wind conditions – *Confirm the burner is properly located 4 - 6" inside the feature and be sure the wind conditions are not too severe for safe use.*

WARRANTY

FULL LIFETIME WARRANTY FOR CROSSFIRE® BURNERS

Warming Trends warrants that each Warming Trends® CROSSFIRE® and other jetted-flame-brass burners sold through Warming Trends' distribution network (each as "Burner") is free from defects in materials and workmanship and conforms to its specifications, which are available upon request.

We offer a lifetime, full warranty for our Burners, regardless of ownership, beginning on the date of purchase ("Warranty Period"). This warranty is transferable, but we reserve the right to require proof of ownership for any transferred burners including proof that the Burner was not acquired through improper means or unauthorized re-sellers. During the Warranty Period, Warming Trends provides repair and exchange services for the Burners, without charge. If a Burner does not function as warranted during the Warranty Period and, after a reasonable number of attempts, Warming Trends is unable to either:

1) make it do so or 2) replace it with one that is at least functionally equivalent, you may return it to Warming Trends and your money will be refunded. The warranty stated above will not apply to the extent that there has been misuse or use contrary to specifications or the appropriate user or operating manual, installation defect, accident, modification, unsuitable physical or operating environment, operation in other than the specified operating environment (e.g., outdoor burners should only be used outdoors) improper maintenance by you, or failure caused by a product for which Warming Trends is not responsible. With respect to Burners, the warranty is voided by removal or alteration of any identification labels or marks on any Burner or part. Any use of unapproved fuels and/or combustible materials will void all warranties.

ITEMS NOT COVERED BY FULL WARRANTY FOR BURNERS

OTHER THAN AS EXPRESSLY STATED ABOVE, WARMING TRENDS DOES NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OF ANY BURNER, OR THAT WARMING TRENDS WILL CORRECT ALL DEFECTS.

This warranty is specific to Burners and does not apply to any other product sold by Warming Trends, which may be covered by separate warranties with different terms. Warming Trends does not warrant any services related to our Burners, including installation, unless we provided those services to you. You may have warranty rights from the service provider, but we make no representations or warranties express or implied regarding any third-party service provider and our warranties do not apply to failures caused by their work.

IGNITION SYSTEMS WARRANTIES

RESIDENTIAL INSTALLATIONS

Platinum Ignition Systems™ and Cobalt Ignition Systems ™ are warranted for three (3) years from date of purchase. In the event a Platinum Ignition Systems™ and Cobalt Ignition Systems ™ must be replaced due to a defect or malfunction of the system, Warming Trends® will repair or replace the system at no cost for the first three (3) years. This warranty does not cover labor costs and will be automatically voided if the ignition system is installed or used with a non-specified burner, accessories or recommended plate or pan, and cover.

12VIK and 3VIK systems are warranted for one (1) year from the date of purchase and, thereafter, are covered by a limited warranty for two (2) years from date of purchase. In the event a 12VIK and 3VIK system must be replaced due to a defect or malfunction of the system, Warming Trends® will repair or replace the system at no cost for the first year. In the event a 12VIK and 3VIK system fails after the first year from date of purchase and within two years from date of purchase, Warming Trends will repair or replace the system for a cost of 50% of the current list price. This warranty does not cover labor costs.

P24VIK Systems are warranted for three (3) years from date of purchase. In the event a system must be replaced due to a defect or malfunction of the system, Warming Trends will repair or replace the system at no cost for the first three (3) years. This warranty does not cover labor costs.

Mercury Ignition Systems™ are warranted for three (3) years from date of purchase. In the event a Mercury Ignition system must be replaced due to a defect or malfunction of the system, Warming Trends will repair or replace the system at no cost for the first three years.

This warranty does not cover labor costs and will be automatically voided if the ignition system is installed or used with a non-specified burner, accessories or recommended plate or pan, and cover.

Push Button Ignition Systems are warranted for one (1) year from date of purchase. In the event a Push Button Ignition System must be replaced due to a defect or malfunction of the system, Warming Trends will repair or replace the system at no cost. This warranty does not cover labor costs and will be automatically voided if the ignition system is installed or used with a non-specified burner, accessories or recommended plate or pan, and cover.

COMMERCIAL INSTALLATIONS

Platinum Ignition Systems™ and Cobalt Ignition Systems ™ are warranted for one (1) year from date of purchase. In the event a Platinum or Cobalt Ignition System must be replaced due to a defect or malfunction of the system, Warming Trends will repair or replace the system at no cost. This warranty does not cover labor costs and will be automatically voided if the ignition system is installed or used with a non-specified burner, accessories or recommended plate or pan, and cover.

12VIK, 3VIK, and P24VIK systems are warranted for one (1) year from date of purchase. In the event a 12VIK, 3VIK, or P24VIK system must be replaced due to a defect or malfunction of the system, Warming Trends will repair or replace the system at no cost. This warranty does not cover labor costs.

Mercury Ignition Systems™ are warranted for one (1) year from date of purchase. In the event a Mercury Ignition system must be replaced due to a defect or malfunction of the system, Warming Trends will repair or replace the system at no cost for the first year. This warranty does not cover labor costs and will be automatically voided if the ignition system is installed or used with a non-specified burner, accessories or recommended plate or pan, and cover.

Push Button Ignition Systems are warranted for six (6) months from date of purchase. In the event a Push Button Ignition System must be replaced due to a defect or malfunction of the system, Warming Trends will repair or replace the system at no cost. This warranty does not cover labor costs and will be automatically voided if the ignition system is installed or used with a non-specified burner, accessories or recommended plate or pan, and cover.

ITEMS NOT COVERED BY WARRANTIES FOR IGNITION SYSTEMS

Warming Trends does not warrant any services related to our Electronic and Manual Ignition Systems, including, without limitation, installation, unless we provided those services to you. You may have warranty rights from the service provider, but we make no representations or warranties express or implied regarding any third-party service provider and our warranties do not apply to failures caused by their work.

Problems or defects in the functioning of the systems due to gas plumbing or electrical installed by others are not covered by any warranty offered by Warming Trends.

DISCLAIMER OF ADDITIONAL WARRANTIES

OTHER THAN THE SPECIFIC WARRANTIES SET FORTH IN THIS WARRANTY POLICY, WARMING TRENDS MAKES NO REPRESENTATIONS OR WARRANTIES WITH RESPECT TO ITS BURNERS OR IGNITION SYSTEMS, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

No dealer, distributor, or other person has the authority to represent or warrant a Warming Trends product beyond the terms contained within this warranty, and Warming Trends assumes no liability for such warranty representations. Any questions concerning this warranty should be directed to the Warming Trends corporate office or via email to legal@warming-trends.com.

ADDITIONAL TERMS AND CONDITIONS

WE STRONGLY RECOMMEND COVERING YOUR FIRE FEATURE WHEN NOT IN USE TO PROTECT YOUR INVESTMENT. OTHER THAN UNITS EQUIPPED WITH A WATERSTOP, ALL BURNERS AND ELECTRONICS MUST BE COVERED WHEN NOT IN USE OR ANY APPLICABLE IGNITION SYSTEM WARRANTY IS NULL AND VOID. IGNITION SYSTEMS MAY NOT BE SUBMERGED UNDER WATER OR ANY OTHER LIQUID UNDER ANY CIRCUMSTANCES, AND ANY SUCH SUBMERSION SHALL VOID ANY AND ALL APPLICABLE IGNITION SYSTEM WARRANTIES.

While some of our warranties are passed-through or provided in cooperation with affiliates and/or third parties, Warming Trends will honor the warranties contained in this Warranty Policy for all products purchased from us, but we may coordinate internally with the necessary third parties in order to do so.

PROP 65 WARNING

WARNING: This product can expose you to chemicals including nickel, which is known to the State of California to cause cancer, carbon monoxide and Bisphenol A, which are known to the State of California to cause birth defects or other reproductive harm, and lead, which is 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.

RETURN POLICY

RETURNS

We hope that you truly enjoy your Warming Trends purchase. If you are not satisfied, we accept product returns for thirty (30) days of date of purchase, subject to the conditions below.

We only accept returns for products purchased directly from Warming Trends. Proof of Purchase from Warming Trends is required. For products purchased elsewhere, please contact that business regarding your return.

Please email your request for return together with the Proof of Purchase to Orders@Warming-Trends.com Upon receipt of your request, we will email you our return address. All returns must be shipped by the customer to Warming Trends at the customer's expense and risk of loss.

Upon receipt of your return, we will process it within 7–10 business days. Depending on your bank's processing time, it may take up to 10 days after we process the return to reflect on your account.

RESTOCKING FEE

All returns are subject to a 15% restocking fee.

DAMAGED, DEFECTIVE, OR INCORRECT ITEMS

Once you receive your order, you have seven (7) days to open and inspect the product(s). If anything is missing or damaged, or not what you ordered, please contact us at Orders@Warming-Trends.com with photos/videos of the issue. One of our team members will reach out to assist you with a return/replacement.

LIKE-NEW CONDITION

Items must be in like-new condition upon our receipt. Items that are damaged, unsanitary, dented, scratched, or missing parts will not be accepted for return.

PRODUCT ACCESSORIES AND PACKAGING

Product returns must include all accessories and packaging. If not included, we may either deny the return, or allow a return with a nonrefundable deduction on your refund for what is missing.

CONTACT US

Replacement parts, questions, or need assistance? Our team is happy to help.

Call our Customer Service Team at (303) 346-2224 or email us at Orders@Warming-Trends.com.

For more information about Warming Trends products, please visit us at www.Warming-Trends.com

SCAN TO VIEW OUR INSTAGRAM

We appreciate your business and look forward to seeing your finished project.

Tag us on Instagram! @WarmingTrends