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# Napoleon PTHC38NK Owner's Manual

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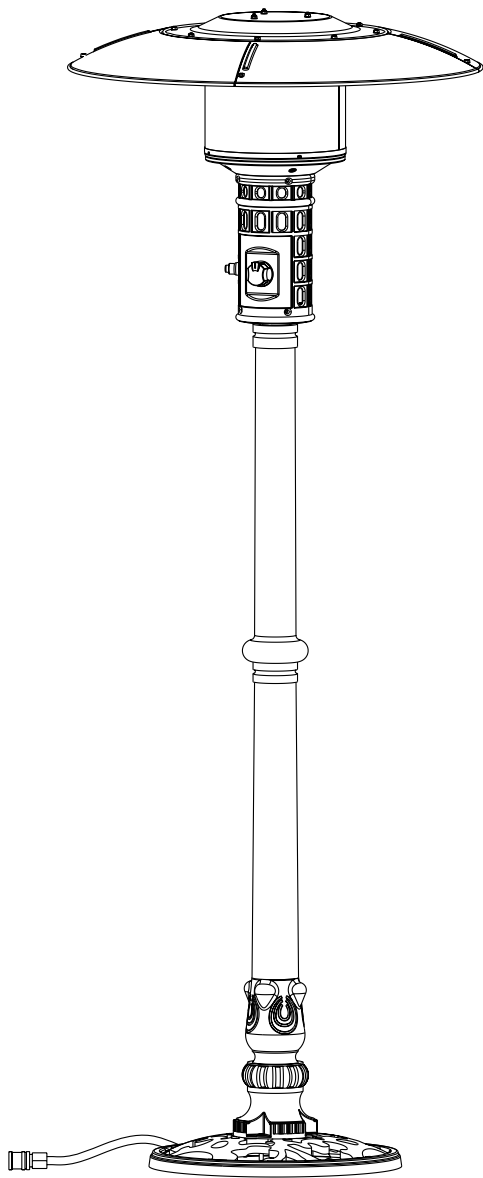


[Find Your Napoleon Patio Heater Parts - Select From 12 Models](#)

----- Manual continues below -----

# PATIO HEATER

Natural Gas



**WARNING:** For Outdoor Use Only.

## FOR YOUR SAFETY

If you smell gas:

1. Shut off gas to the appliance.
2. Extinguish any open flame.
3. If odor continues, immediately call gas supplier.

## FOR YOUR SAFETY

Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.

**CAUTION:** Retain the instructions for future use.



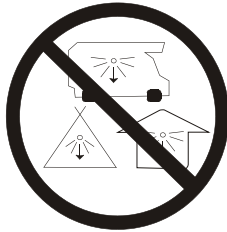
Model No.:SRPHN02  
Master Contract No.:217109  
Customer Item No.:PTHC38NK

# Manual, Instructions & Parts List

## TOOLS AND PARTS NEEDED FOR ASSEMBLY



### 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, death or property damage.  
Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

### WARNING

**For outdoor use only.**

Storage indoors is permissible only if the natural gas is disconnected.

The unit should be secured or moved indoors if winds exceed 35 km/h.

### TOOLS NEEDED:

7/16" Wrench

3/8" Open End Wrench

Adjustable Opening Wrench, 8" Long

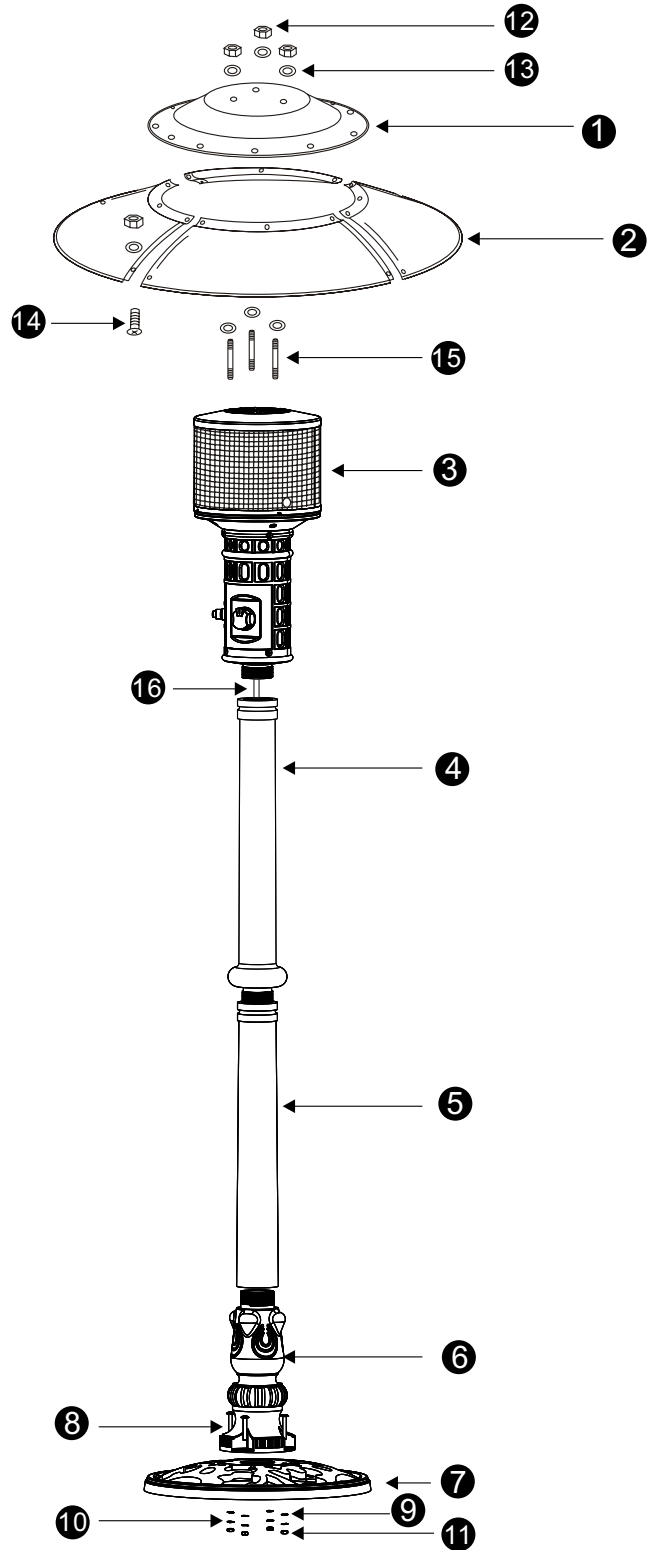
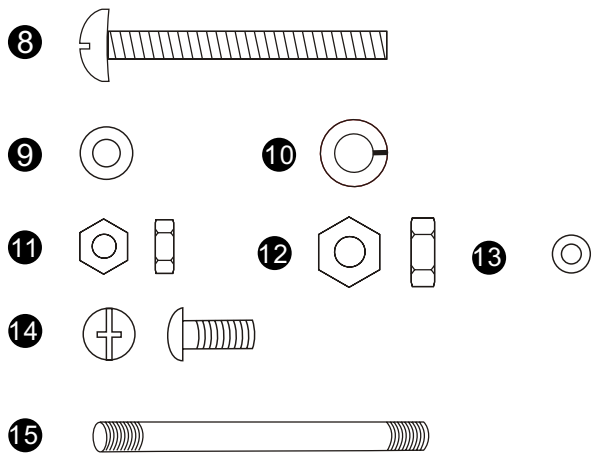
Philips Head Screwdriver

Leak Detection Solution ( Instructions how to make solution are included in Step 10 )

For questions, replacement parts, service help, or other assistance, please call SHINERICH at: 86- 755-26930633 or local Shinerich dealer .

# PARTS

- ① 1 Centre Reflector Cap
- ② 4 Reflector Cap
- ③ 1 Head Assembly
- ④ 1 Upper Post
- ⑤ 1 Mid Post
- ⑥ 1 Lower Post
- ⑦ 1 Base
- ⑧ 4 M8 x55 Bolts
- ⑨ 4 8mm Washers
- ⑩ 4 8mm Spring Washers
- ⑪ 4 M8 Nuts
- ⑫ 15 M6 Nuts
- ⑬ 18 6mm Washers
- ⑭ 12 M6x10 Bolts
- ⑮ 3 M6x70 doublepointed bolts
- ⑯ 1 Gas Hose



# PRECAUTIONS

## NOTE: PLEASE READ THE FOLLOWING SAFETY RULES

### WARNING

This appliance must only be used outdoors. Using this product in an enclosed area may cause injury, death or property damage.

Read the instructions before use. This appliance must be installed in accordance with such regulations as are in force.

Do not use the heater in an explosive atmosphere. Keep the heater away from areas where gasoline or other flammable liquids or vapors are stored.

Prior to use, check for damaged parts such as gas hoses, natural gas pipe, pilot or burner.

The installation of fixed appliances shall only be carried out by competent persons and be in accordance with local codes or in the absence of local codes, with the national fuel gas code ANSI Z223.1 in the USA or the CSAB149.1 natural gas and propane installation code in Canada. The manifold pressure and minimum inlet supply pressure is 7.0 inches water column. The maximum supply pressure is 10.5 inches water column.

The appliance and its individual shut off valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 0.5 PSIG (3.5 KPA).

The appliance must be isolated from the gas supply piping system by closing its individual manual shut off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 0.5 PSIG (3.5 KPA).

**Warning:** This appliance requires a gas hose and natural gas pipe, check with your gas supplier and or product supplier. Regularly check the gas hose and natural gas pipe, if necessary, replace the gas hose or natural gas pipe.

**DISCONNECT** Natural Gas before moving the heater.

Do not attempt to alter unit in any manner.

**EXAMPLE:** using the heater without the top canopy reflector or radiant screen.

Do not shorten the burner post assembly.

The appliance shall not be used in basements or below ground level. It must always be placed on a solid and level surface.

Always assure there is ample fresh air ventilation. For outdoor use ONLY.

Do not clean the heater with cleaners that are combustible or corrosive.

Do not paint radiant screen, control panel or top canopy reflector.

All leak tests should be done with a soapy solution. NEVER USE AN OPEN FLAME TO CHECK FOR LEAKS.

The natural gas should be turned off when the heater is not in use.

**At least once a year, the unit should be inspected** for the presence of spiders, spider webs or other insects. Check the heater immediately if any of the following exist:

1. The smell of gas in conjunction with extreme yellow colored tips of the burner flames.
2. The heater does not reach temperature.
3. The burner makes popping noise during use (a slight popping noise is normal when the burner is extinguished after using).

The natural gas hose assembly shall be located out of pathways where people may trip over it or in areas where the hose will not be subject to accidental damage.

Children and adults should be aware of the hazards of high surface temperature and shall stay away to avoid burns or clothing ignition.

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

Clothing or other flammable material should not be hung from the heater, or placed on or near the heater.

Installation and repair should be done by a qualified service person. The heater should be inspected before use and cleaning may be required at least once a year, or as necessary. It is imperative that control compartment, burner and circulating air passageways of the heater be kept clean.

Keep the appliance area clear of combustible materials such as gasoline and other flammable vapors and liquids.

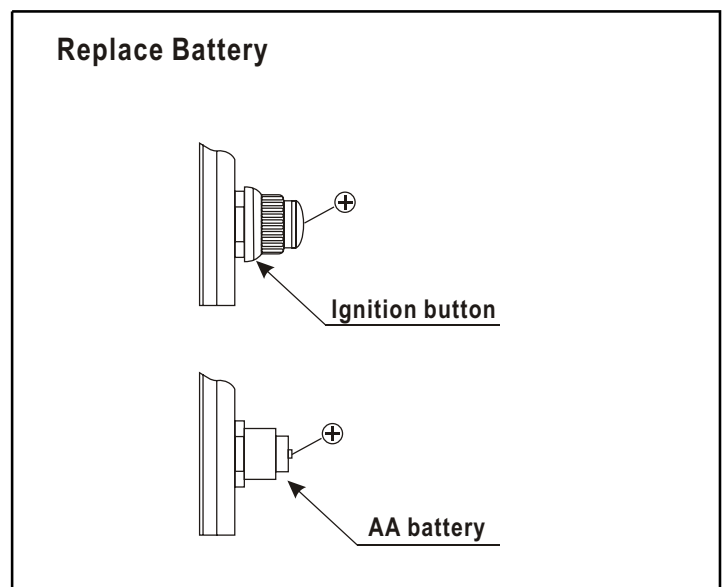
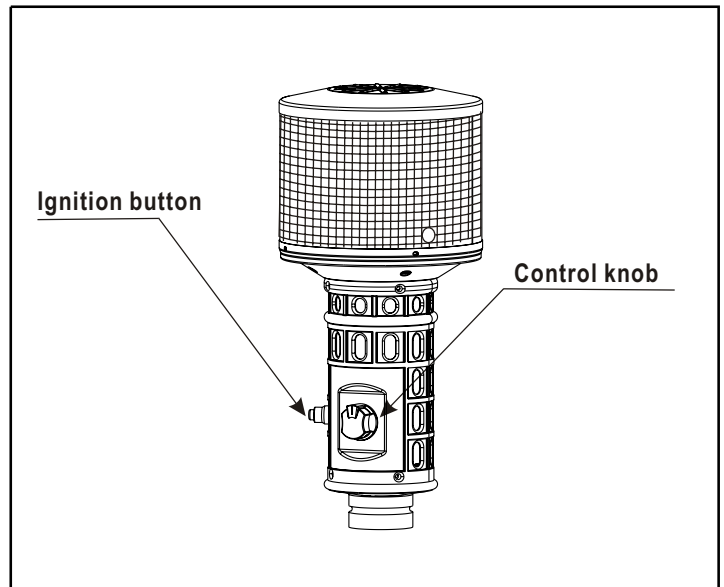
Do not obstruct the flow of combustion and ventilation air.

## ASSEMBLY FOR LIGHT SYSTEM

**WARNING:**  
**TO BE INSTALLED ONLY BY AN**  
**AUTHORISED PERSON**

### Instruction For Battery Installing

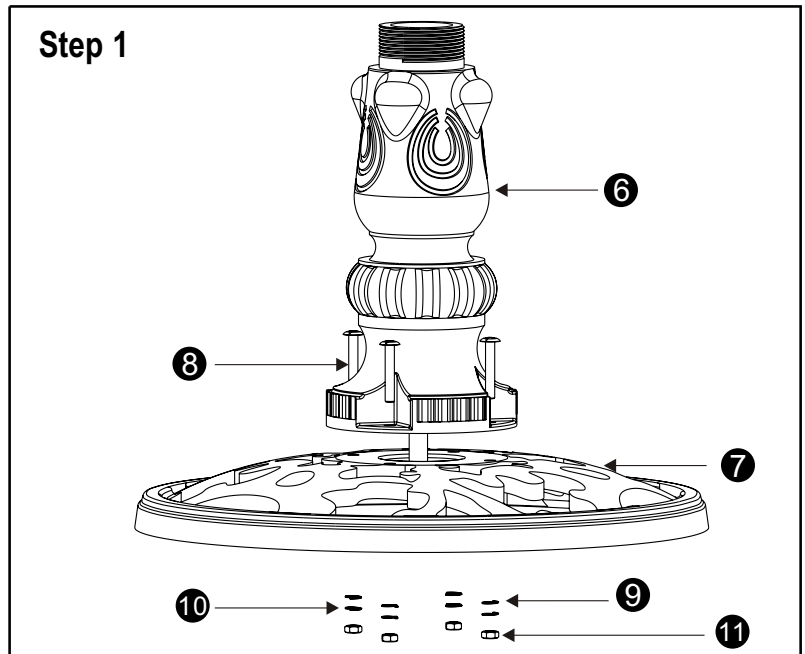
Upon first time use of the product, please remove the ignition button and install an AA battery as indicated.



**NOTE:** Assembly of this heater requires basic mechanical skills. Proper assembly is the responsibility of the installer.

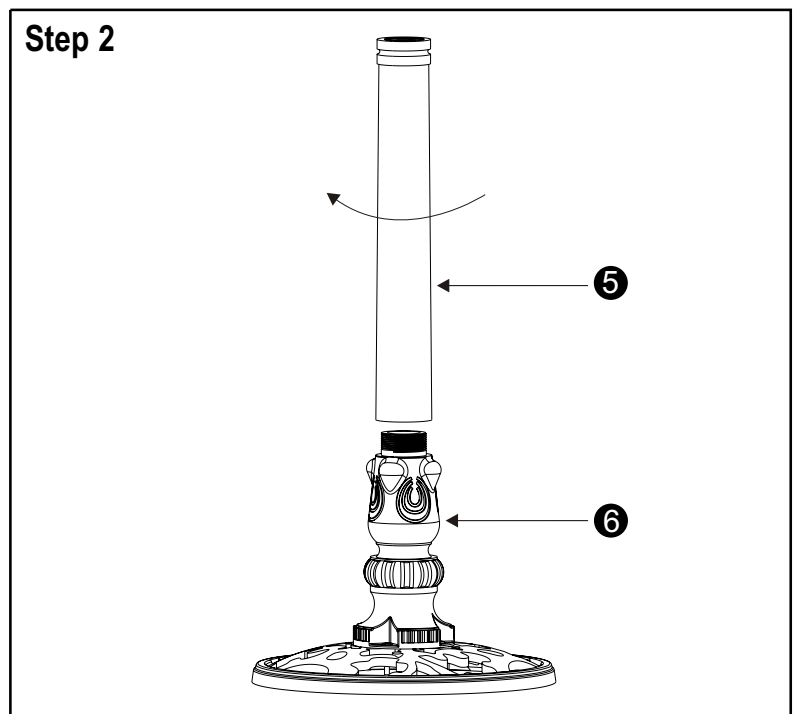
## Step 1 ---Assembly for lower post

Attach lower post to base  
Place the lower post on the top of base. Then connect them using 4pcs M8\*55 bolts, 4pcs 8mm washers, 4pcs 8mm spring washers and 4pcs M8 nuts



## Step 2 ---Attach mid post to lower post

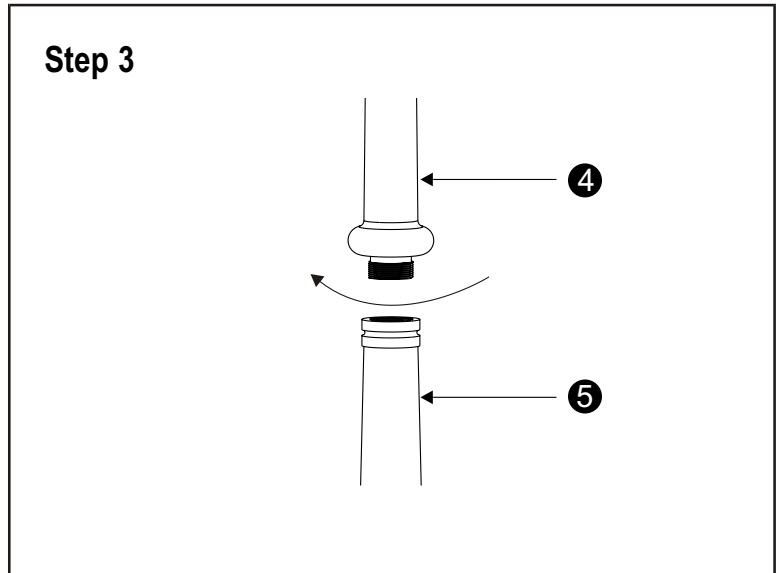
Turn the mid post clockwise to the Lower post as illustrated until tighten them securely.



**NOTE:** Assembly of this heater requires basic mechanical skills. Proper assembly is the responsibility of the installer.

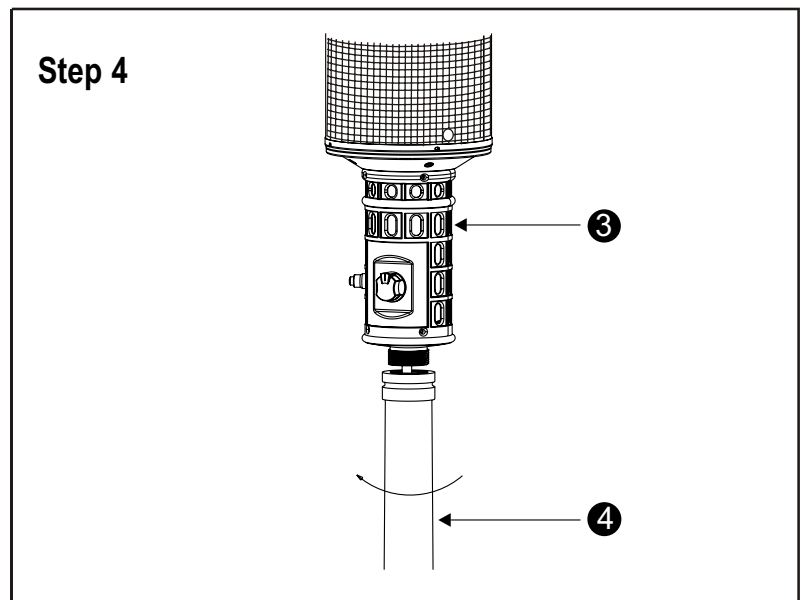
### Step 3 ---Attach upper post to mid post

Turn the upper post clockwise to the mid post as illustrated until tighten them securely.



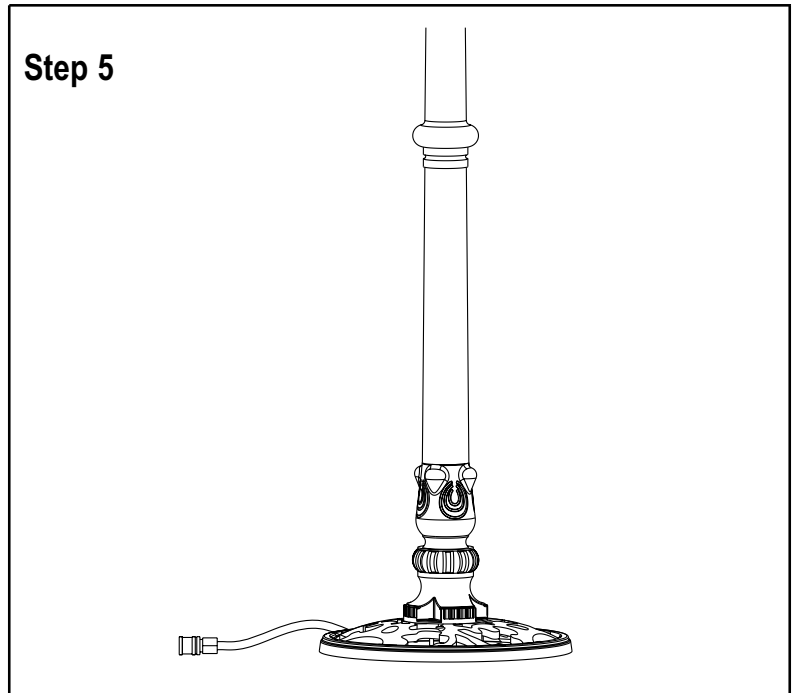
### Step 4 --- Attach Head Assembly to Post

Load head assembly by inserting gas hose into post. Turn the head assembly clockwise to the upper post as illustrated until tighten them securely.



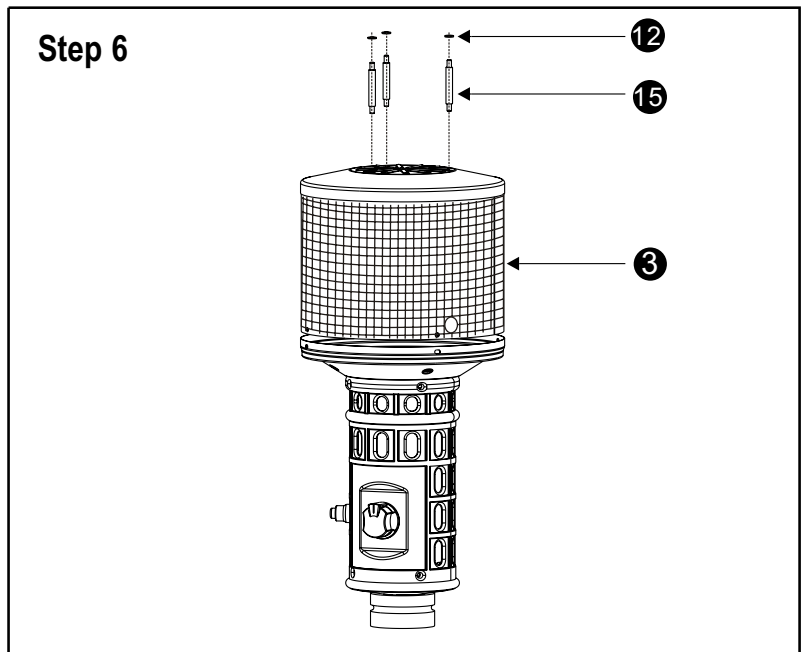
**NOTE:** Assembly of this heater requires basic mechanical skills. Proper assembly is the responsibility of the installer.

**Step 5** ---- Route hose through opening in cylinder base.



**Step 6** ---- Attach Double Pointed Bolt to Head Assembly

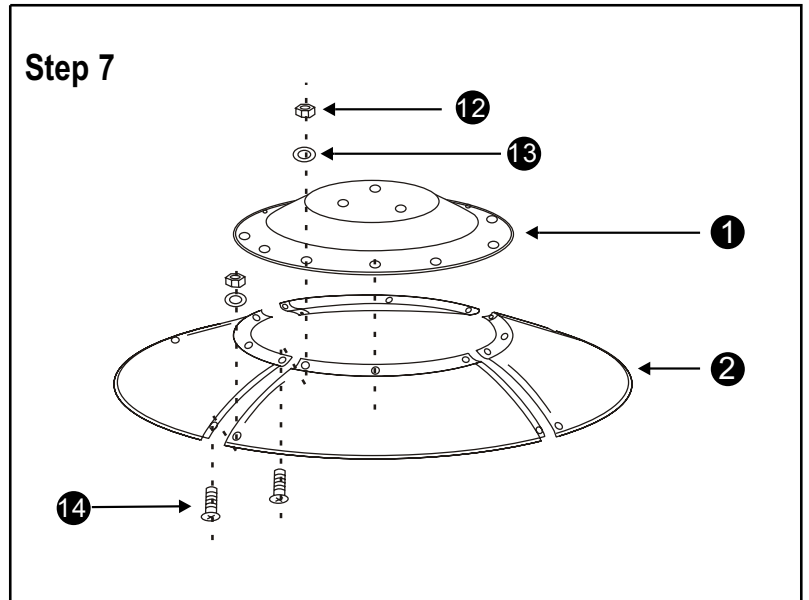
Attach M6x70 doublepointed bolts(3pcs) and 6mm washers(3pcs) to the top of head assembly and tighten the bolts securely.



**NOTE:** Assembly of this heater requires basic mechanical skills. Proper assembly is the responsibility of the installer.

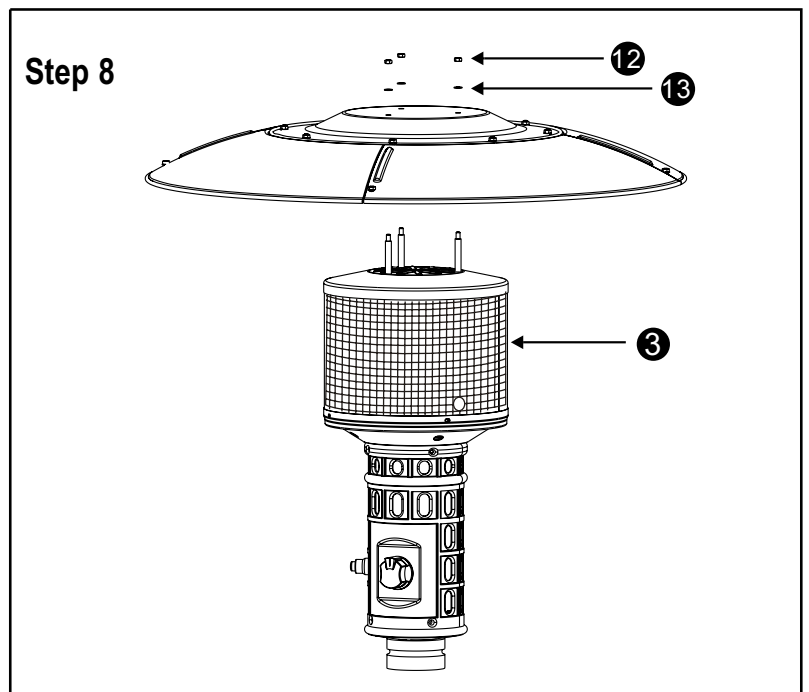
### Step 7 ---- Attach Center Reflector to Reflector

Attach center reflector to the top of reflector (4 pcs) by M6 X 10 mm screws (12 pcs), 6mm washers (12 pcs) and nuts (12 pcs).



### Step 8 ---- Attach Center Reflector and Reflector to the top of Head Assembly

Load center reflector and reflector to the top of head assembly by M6 X 70 double pointed bolts (3 pcs), 6mm washers (3 pcs) and nuts (3 pcs).

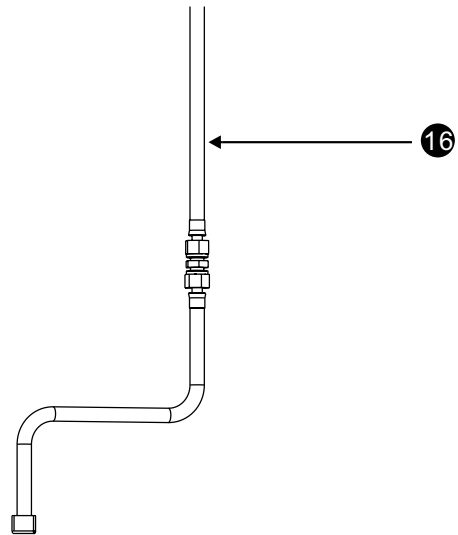


**NOTE: Assembly of this heater requires basic mechanical skills. Proper assembly is the responsibility of the installer.**

### Step 9 ---Connect Gas Hose to Natural Gas

Attach Gas hose to Natural Gas with Quick disconnect device.

#### Step 9

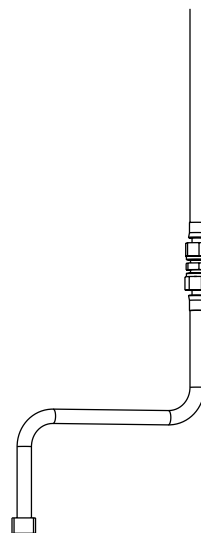


### Step 10 ---Check for leak

Your Patio Heater has been checked at all factory connections for leaks. To check the Connection of the gas hose/natural gas pipe.

- 1) Make leak solution by mixing 1 part liquid dish soap and 3 parts water.
- 2) Spoon several drops (or use squirt bottle) of the solution onto the gas hose/gas pipe connection.
- 3) Open the control panel access cover. Squirt all the connections inside, including the hose connection inside the post.
- 4) Inspect the connections and look for bubbles.
- 5) If no bubbles appear, the connection is safe.
- 6) If bubble appear, there is leak, loosen and re-tighten this connection.

#### Step 10

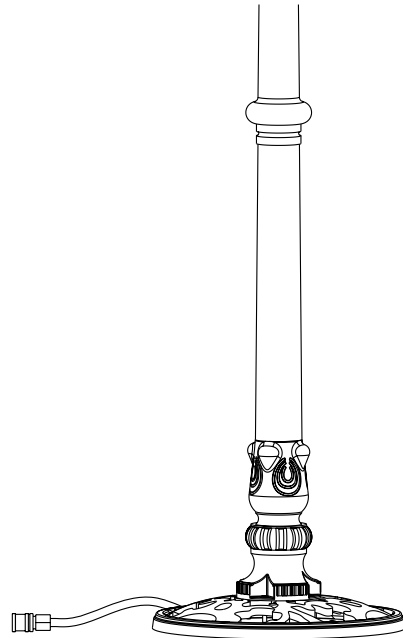


**WARNING:**  
**TO BE INSTALLED ONLY BY A**  
**COMPETENT PERSON**

**Step 11 ---- Disconnect Natural Gas**  
**When Storing or Transporting**

- 1). Turn off the heater.
- 2). Turn off the valve of natural gas.
- 3). Disconnect the gas hose.

**Step 11**



**WARNING: DO NOT** attempt to operate heater until you have read and understand all precautions. Failure to do so can result in serious personal injury, death or property damage.

### Before Turning Gas Supply ON

Your heater was designed and approved for OUTDOOR USE ONLY. Do NOT use it inside a building, or any other enclosed area.

Make sure surrounding areas are free of combustible materials, gasoline and other flammable vapors or liquids.

Ensure that there is no obstruction to air ventilation.

Be sure all gas connections are tight and there are no leaks.

Be sure the access panel is clear of debris.

Be sure any component removed during assembly or servicing is replaced and fastened prior to starting.

### Before Lighting

Heater should be thoroughly inspected before each use, and by a qualified service person at least annually.

If relighting, always wait at least 5 minutes.

Our heater is tested for quality assurance.

Ignition attempts should succeed 8 out of 10 attempts.

## LIGHTING INSTRUCTIONS

- 1) Turn the control knob to "OFF" position.
- 2) Fully open gas valve
- 3) Push in control knob and turn counter clockwise to "PILOT" position, push in the ignition button and keep the button depressing until light the pilot.
- 4) Once the pilot is lit, continue to keep the control knob depressed for at least 30 seconds, After 30 seconds release control knob.
- 5) If pilot does not stay lit, repeat steps 3 and 4.
- 6) If pilot still does not stay lit, then:
  - a) Push in gas control knob and turn counter clockwise to "PILOT"
  - b) keep depressing the control knob, put long stem lighter into the Ignition Hole on the emitter screen to light the pilot.
  - c) repeat step 4.
- 7) Push in and turn control knob counter clockwise to "HIGH" position, If you want a lower temperature, push in the control knob and turn clockwise to the "LOW" position.

If you experience any ignition problem, turn off the heater and gas supply, and consult "Troubleshooting" on page 19.

### WARNING

FOR YOUR SAFETY:

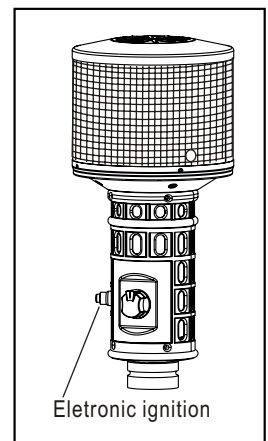
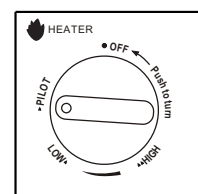
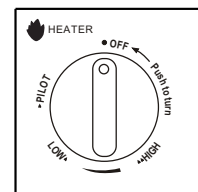
If at anytime you are unable to light burner and smell gas, wait 5 minutes to allow gas to dissipate before attempting to light heater. If, after 1 minute, you are unable to light burner, wait 5 minutes and allow flammable vapors to dissipate before attempting to light heater again.

### WARNING

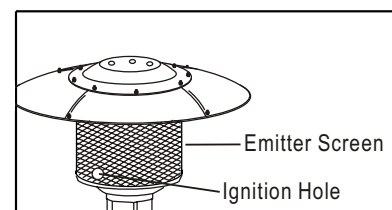
FOR YOUR SAFETY:

Do NOT touch or move heater for at least 45 minutes after use.

Allow emitter and dome to cool before touching.



Electronic ignition



Emitter Screen

Ignition Hole

**CAUTION :** Avoid inhaling fumes emitted from the heater's first use. Smoke and odor from the burning of oils used in manufacturing will appear. Both smoke and odor will dissipate after approximately 30 minutes. The heater should NOT produce thick black smoke.

**NOTE:**

The burner may be noisy when initially turned on. To eliminate excessive noise from the burner, turn the Control Knob to the "LOW" position. Then, turn the knob to the level of heat desired.

**When heater is ON:**

Emitter screen will become bright red due to intense heat. The color is more visible at night. Burner will display tongues of blue flame. These flames should not be yellow or produce thick black smoke, indicating an obstruction of airflow through the burners.

**RELIGHT**

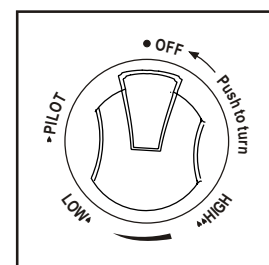
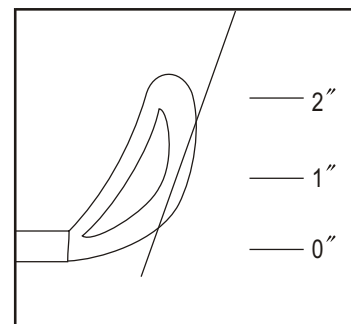
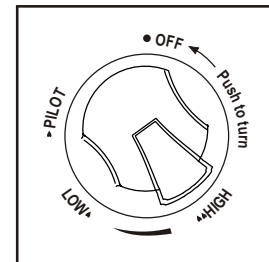
- 1) Turn the control knob to "OFF" position.
- 2) Wait five (5) minutes before attempting to relight pilot.
- 3) Repeat steps beginning with step 2 of the Lighting Instruction above.

**SHUT DOWN INSTRUCTIONS**

- 1) Push in and turn control knob clockwise to "OFF" position.
- 2) Turn off the valve of natural gas.
- 3) Disconnect the gas hose.

**Note:** After use, some discoloration of the emitter screen is normal.

**WARNING :** Heater will be hot after use.  
Handle with extreme care.



## LOCATING HEADER FOR USE

**BE CAREFUL: WHEN CERTAIN MATERIALS OR ITEMS ARE LEFT UNDER THIS SPACE HEATER WHILE IN USE, THEY WILL BE SUBJECT TO RADIANT HEAT AND COULD BE SERIOUSLY DAMAGED.**

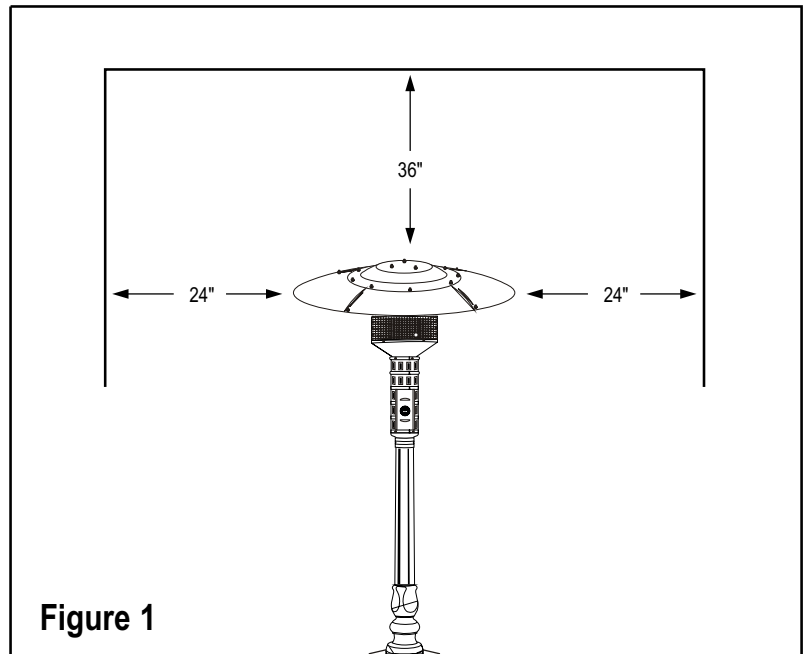
This heater is primarily used for the heating of outdoor patios, decks, spas, pool and working areas.

Always make sure that adequate fresh air ventilation is provided. Follow the spacing tolerances shown in Figure 1.

This heater clearances, shown in Figure 1, must be maintained at all times.

This heater must be placed on level, firm ground.

Never operate in an explosive atmosphere. Keep away from areas where gasoline or other flammable liquids or vapors are stored or used.



## REPLACING INJECTOR

The appliance is equipped with the injector for using at altitudes 0-2000FT(0-610m),when it is used in Canada at altitudes of 2000-4500 feet(610-1370m), orifice must be replaced, please take the orifice from conversion kit, and follow below steps to replace.

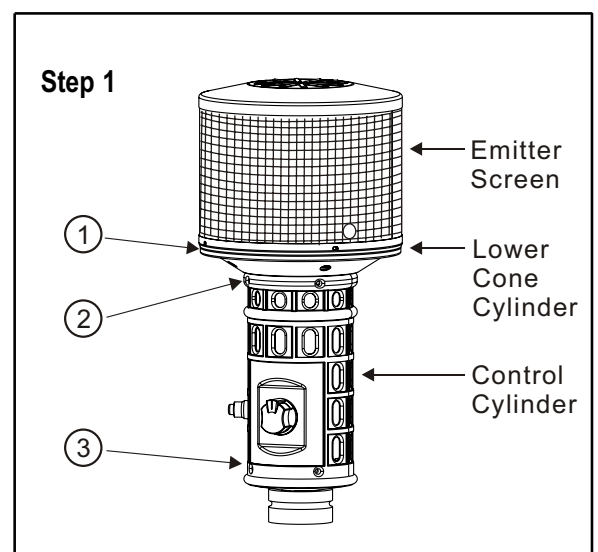
Model No.	Serial No.	Type of gas natural
	0-2000 FT(0-610m)	2000-4500FT(610-1370m)
Input rate	40,000	36,000
Manifold pressure	7"W.C.	7"W.C.
Orifice size	3.25mm	3.0mm
Altitude for which equipped: 0-2000 FT (0-610 m)		
Minimum supply pressure: 7"water column		

Natural gas high altitude conversion kit parts list:

Parts name	Quantity	Position	Conversion explain
Orifice	1	Valve	Instead
Conversion label	1	Pillar	
Instruction manual	1	Pillar	

### The steps of replacing injector:

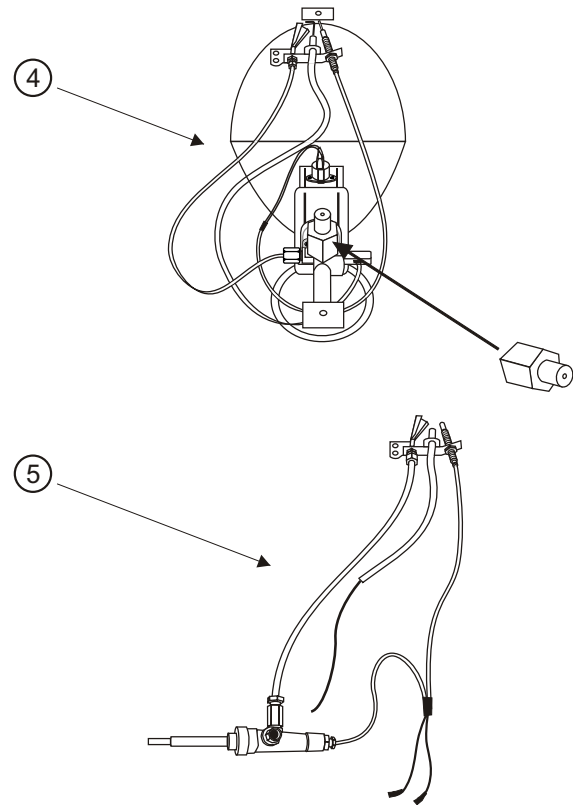
- 1.Remove the reflector and emitter by removing the 4 pcs screws(①) that fasten the emitter to the lower screen cone.
- 2.Remove lower cone cylinder by removing the 4 pcs screws(②) which attach the lower cone cylinder to the control cylinder.
- 3.Remove the 4 pcs screws(③) at the bottom of control cylinder.



## REPLACING INJECTOR

4. Use the spanner to take down the old injector, assemble the exchanged injector, and screw it by spanner.

The picture for pilot flame gas tube exchanged to  $\varnothing 6.4$  Aluminum pipe.



**THE CONVERSION SHALL BE CARRIED OUT BY A MANUFACTURER'S AUTHORIZED REPRESENTATIVE, IN ACCORDANCE WITH THE REQUIREMENTS OF THE MANUFACTURER, PROVINCIAL OR TERRITORIAL AUTHORITIES HAVING JURISDICTION AND IN ACCORDANCE WITH THE REQUIREMENTS OF THE CSA B149.1 INSTALLATION CODE.**

5. After replace injector, attach the conversion label to the appliance when the conversion is completed.

Conversion label:

<b>Orifice size</b>	3.00mm
<b>Manifold pressure</b>	7" water column
<b>Input</b>	36,000 btu/hr
<b>Date of conversion</b>	
<b>Type of fuel</b>	Natural gas
<b>Converted by</b>	

## Check Your Hose Assembly:

The installation of fixed appliances shall only be carried out by competent persons and be in accordance with the relevant Codes of Practice.

**Warning:** This appliance requires a gas hose and natural gas pipe, check with your gas supplier and or products supplier.

**AT LEAST ONCE EACH YEAR** check the entire length of the gas hose and natural gas pipe for damage, if there is damage, abrasion or wear, replace the gas hose or natural gas pipe.

Prior to use, check for damaged parts and inspect the gas hose from the appliance to the gas pipe. If there is damage, abrasion or wear, replace the hose with part NO 4.

## Check Your Flame:

The flame pattern at the **Emitter Screen** should be **Visually Checked** whenever heater is operated.

Normally the burner flame is blue, but little yellow flame is acceptable.

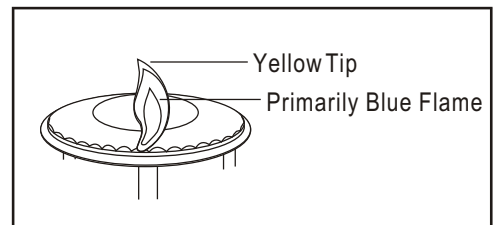
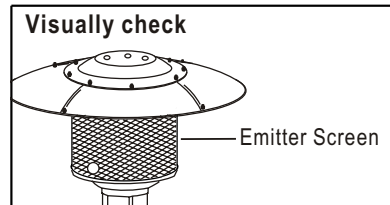
If flames extend beyond surface of the emitter grid, or the phenomena of flame lift or light back, or black spot is accumulating on the emitter grid or reflector, the heater should be **Turned OFF** immediately.

The heater should not be operated again until the unit is serviced and or repaired.

## Maintenance and Cleaning:

To enjoy years of outstanding performance from your heater make sure you perform the following maintenance activities on a regular basis:

- Keep exterior surfaces clean.
  - Use warm soapy water for cleaning. Never use flammable or corrosive cleaning agents.
  - While washing your unit, be sure to keep the area around the burner and pilot assembly dry at all times. If the gas control is exposed to water in any way, do NOT try to use it. It must be replaced.
- Air flow must be unobstructed. Keep controls, burner, and circulating air passageways clean. Signs of possible blockage include:
  - Gas odor with extreme yellow tipping of flame.
  - Heater does NOT reach the desired temperature.
  - Heater glow is excessively uneven.
  - Heater makes popping noises.
- Spiders and insects can nest in burner or orifices. This dangerous condition can damage heater and render it unsafe for use. Clean burner holes by using a heavy-duty pipe cleaner. Compressed air may help clear away smaller particles.
- Carbon deposits may create a fire hazard. Clean dome and engine with warm soapy water if any carbon deposits develop.
- **AT LEAST ONCE EACH YEAR** check the part of the hose inside the post.



## WARNING

### FOR YOUR SAFETY :

**DO NOT touch or move heater for at least 45 minutes after use. Allow all burner elements to cool before touching.**

## NOTE

**In a salt-air environment (such as near an ocean), corrosion occurs more quickly than normal. Frequently check for corroded areas and repair them promptly.**

### STORAGE :

#### Between uses:

- Turn the control knob to "OFF" position.
- Turn natural gas to "OFF" position.
- Store heater upright in an area sheltered from direct contact with inclement weather (such as rain, sleet, hail, snow, dust and debris).
- If desired, cover heater to protect exterior surfaces and to help prevent debris in air passages.

#### During periods of extended inactivity or when transporting;

- Turn the control knob to "OFF" position.
- Disconnect natural gas and move to a secure, well-ventilated location outdoors. **Do NOT** store in a location that will exceed 125 degrees F.
- Store heater upright in an area sheltered from direct contact with inclement weather (such as rain, sleet, hail, snow, dust and debris).  
If desired, cover heater to protect exterior surfaces and to help prevent debris in air passages.

### NOTE

Wait until heater is cool before covering.

## TROUBLESHOOTING

PROBLEM	PROBABLE CAUSE	SOLUTION
Pilot will not light	Gas valve may be OFF	Turn the gas valve ON
	Fuel Tank empty	Refill LP gas tank
	Orifice blocked	Clean or replace Orifice
	Air in supply system	Purge air from lines
	Loose connection	Check all fittings
	Dead battery	Replace battery
Pilot will not stay on	Debris around pilot	Clean dirty area
	Loose connection	Tighten connection
	Thermocouple bad	Replace Thermocouple
	Gas leak in line	Check connections
	Lack of fuel pressure	Fuel tank is near empty
Burner will not light	Pressure is low	Supply pressure is not enough
	Orifice blocked	Remove, clean and replace
	Control Valve not ON	Turn valve to ON
	Thermocouple is bad	Replace Thermocouple
	Pilot light assembly bent or not in correct location	Place pilot in proper position and retry