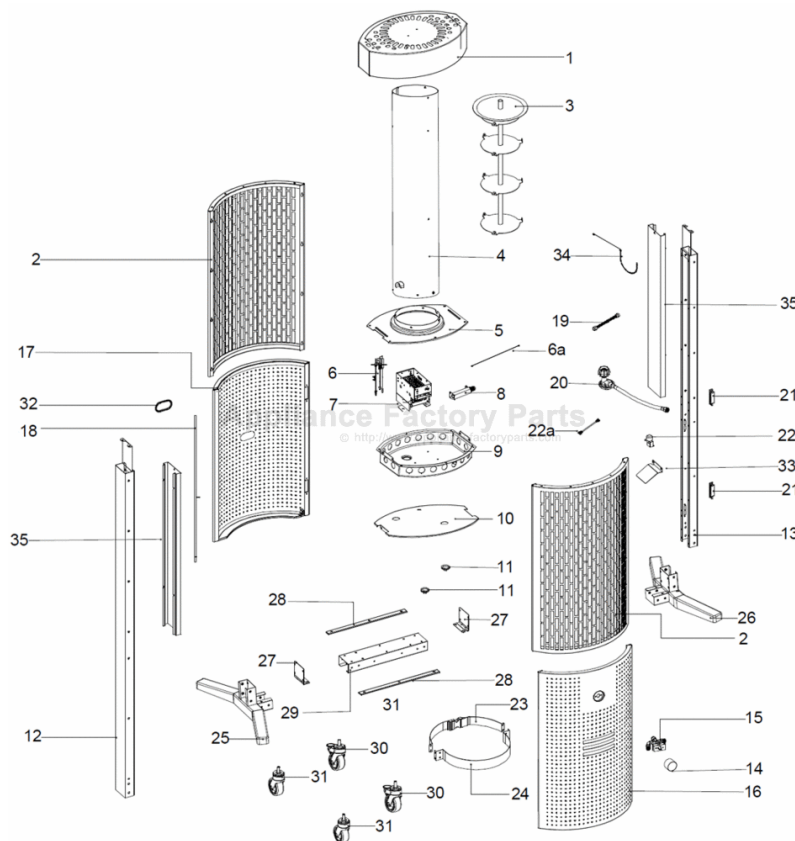


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# Grand Hall TH09ALP Owner's Manual

[Shop genuine replacement parts for Grand Hall TH09ALP](#)



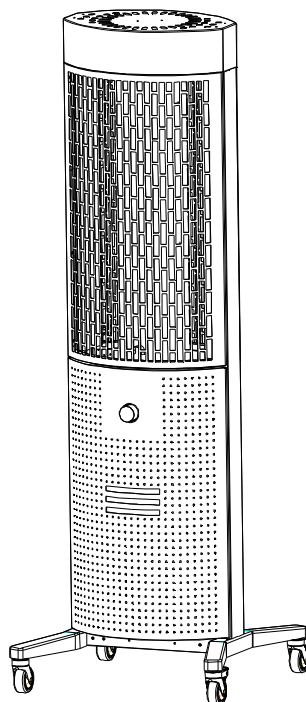
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----- Manual continues below -----

# grandhall

Liquid Propane Gas (LPG) Heater  
Model TH09ALP

Operator's Manual



## FREE HELP

At Grand Hall we're the experts on this product and trained to help you with:

- Y Assembly questions
- Y Heater operation
- Y Replacement of damaged or missing parts

visit [www.grandhall.com](http://www.grandhall.com) or call:

**1-877-934-7455**

Monday - Friday 8:00am-4:30pm CST

## IMPORTANT:

### Y NOTE TO ASSEMBLER / INSTALLER:

Leave this manual with the consumer.

### Y NOTE TO CONSUMER:

Keep this manual for future reference.

### Y RECORD YOUR SERIAL # \_\_\_\_\_

(see silver CSA label on main body of heater)



## WARNING



- Y Failure to comply with these instructions could result in a fire or explosion that could cause serious bodily injury, death or property damage.
- Y Whether this heater was assembled by you or someone else, you must read this entire manual before using your heater to ensure the heater is properly assembled, installed and maintained.
- Y **Use your heater at least 3 feet away from any wall or surface.** Use your heater at least **3 feet away** from combustible objects that can melt or catch fire such as vinyl or wood siding, fences and overhangs or sources of ignition including pilot lights on water heaters and live electrical appliances.
- Y **THIS GAS APPLIANCE IS DESIGNED FOR OUTDOOR USE ONLY.**
- Y **Never** use your gas heater in a garage, porch, shed, breezeway or any other enclosed area.
- Y **Never** obstruct the flow of ventilation air around your gas heater housing.
- Y **Never** disconnect the gas regulator or any gas fitting while your heater is lit. A lit heater can ignite leaking gas and cause a fire or explosion which could result in property damage, personal injury or death.

Manual # P80183001A - Date:2008/11/20

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## DANGER

### If you smell gas:

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

## WARNING

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

## WARNING

1. Do not store or use gasoline or other flammable liquids or vapors in the vicinity of this or any other appliances.
2. An LP cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

## WARNING

**For Outdoor Use Only**

## WARNING

- LPG models must be used with Liquid Propane Gas and the regulator assembly supplied.
- Keep gas regulator hose away from hot heater surfaces. Avoid unnecessary twisting of hose. Visually inspect hose prior to each use for cuts, cracks, excessive wear or other damage. If the hose appears damaged do not use the gas heater. Call 1-877-934-7455 for a certified replacement hose.
- **California Proposition 65**  
Combustion byproducts produced when using this product contain chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm.
- Brass components on the heater, such as hose fittings, propane cylinder valves (sold separately) and burner valve stems, contain lead which is known to the State of California to cause cancer, birth defects, or other reproductive harm.
- **Never use charcoal** or lighter fluid in this gas heater. Failure to comply with these instructions could result in a explosion that could cause serious bodily injury, death or property damage.

## DANGER

### CARBON MONOXIDE HAZARD

1. This appliance can produce carbon monoxide which has no odor.
2. Using it in an enclosed space can kill you.
3. Never use this appliance in an enclosed space such as a camper, tent, car or home.

## WARNING

1. Do not store spare LP cylinder within 10 feet (3m) of this appliance.
2. Do not store or use gasoline or other flammable liquids and vapors within 25 feet (8m) of this appliance.

## Pre-Assembly Instructions For Your Safety

### PRE-ASSEMBLY

Read and perform the following pre-assembly instructions:

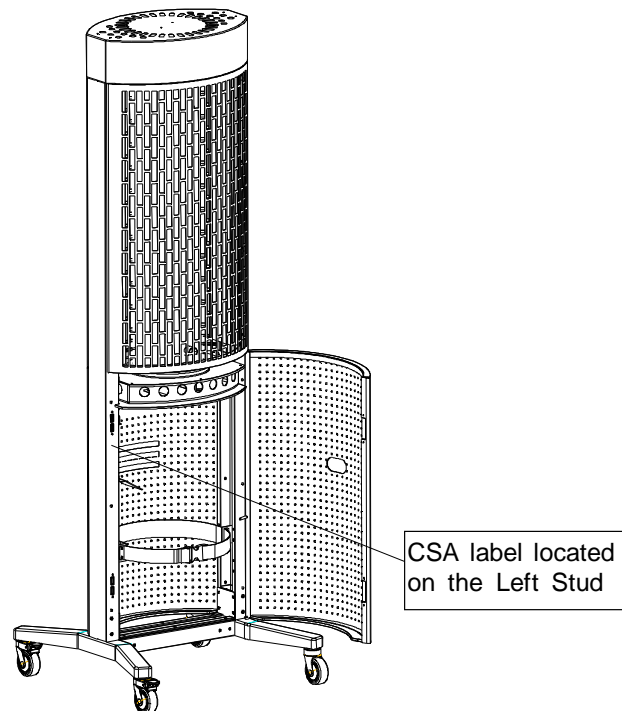
- Required Tools**
  - protective work gloves
  - protective eyewear
  - phillips head screwdriver
- You will need assistance from another person to handle the heater and other large, heavy parts.
- Open Lid of shipping carton and remove parts box and packing materials. Lay cardboard sheet on floor and use as a work surface to protect floor and heater parts from scratches.
- You may slice the carton front corners with a utility knife to lay open the carton front panel. This allows you to raise the heater and remove the components packed inside, making it easier to lift. Use the sliced off carton front as a work surface to protect floor and heater parts from scratches.
- Use the Part Diagrams to ensure all items are included and free of damage.
- Do not assemble or operate the heater if it appears damaged. If there are damaged or missing parts when you unpack the shipping cartons or you have questions during the assembly process, call the:

**Heater Information Center 1-877-934-7455**  
**8am-4:30pm CST, Monday through Friday**

#### Heater Installation Codes

The installation must conform with local codes or, in the absence of local codes, with either the National Fuel Gas Code, ANSI Z223.1/NFPA 54, Natural Gas and Propane Installation Code, CSA B149.1, or Propane Storage and Handling Code, B149.2.

The gas manifold supply pressure must be regulated at 11" water column utilizing a UL listed regulator. Any replacement regulator must be UL listed. The minimum inlet pressure to the regulator from the tank is 10 psi and maximum pressure is 150 psi.



#### For your safety:

Combustible materials include wood, compressed paper, plant fibers, plastic, Plexiglas or other materials capable of being ignited and burned stored under the heater, will be subjected to radiant heat and could be seriously damaged.

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

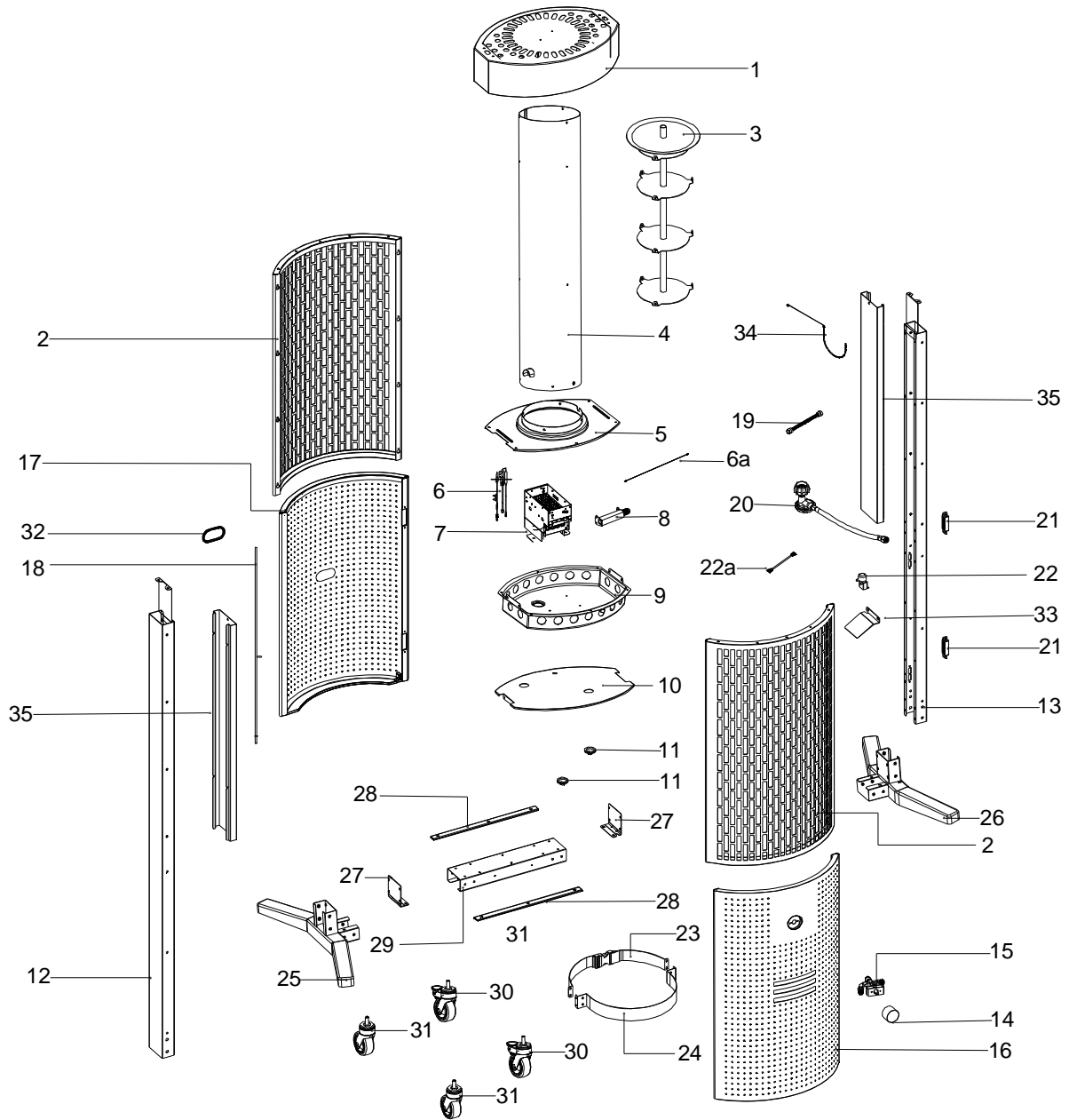
Young children should be carefully supervised when they are in the area of the heater.

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

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

Installation and repair should be done by a qualified service person. The heater should be inspected before use and at least annually by a qualified service person.

# Parts Diagram for Model TH09ALP



## Parts List for Model TH09ALP

KEY	DESCRIPTION	PART #	QTY
1	Lid Assembly	P0015202IK	1
2	Panel/Upper	P0073883F4	2
3	Heat Shield Assembly	P069030684	1
4	Heat Radiation Tube	P05343011K	1
5	Heat Radiation Tube Bracket	P05343012G	1
6	Pilot Assembly	P05379001B	1
6a	Electric Wire	P02616022A	1
7	Burner Assembly	P02003046A	1
8	Gas Valve/Manifold Assembly	Y0060647	1
9	Burner Bracket	P0221338IE	1
10	Tank Heat Shield	P01001072D	1
11	Protective Cap	P05535012I	2
12	Stud, Left	P00901058D	1
13	Stud, Right	P00902058D	1
14	Control Knob/Gas Valve	P03418225U	1
15	Gas Valve	P03247006F	1
16	Door, Front	P04305059B	1
17	Door, Rear	P04306030B	1
18	Door Bracket	P053720034	1
19	Connection Hose	P03702036F	1
20	Regulator With Hose	P03608001A	1
21	Door Magnet	P05351003A	2
22	Switch/Safety	P05380001B	1
22a	Switch/Safety Wire	P02616023A	1
23	Tank Fastening Strap	P05314002V	1
24	Tank Holder	P04009031G	1
25	Cart Frame, Left	P03334008E	1
26	Cart Frame, Right	P03334009E	1
27	Cart Frame Bracket	P03334003A	2
28	Gas Tank Protective Pad	P03303112D	2
29	Cart Frame, Bottom	P03303113D	1
30	Caster, 3 in., With Brake	P05112027A	2
31	Caster, 3 in., Without Brake	P05112026A	2
32	Protector	P055350133	1
33	Decorative Plate/Cart	P03349001E	1
34	Lighting Stick	P05507140M	1
35	Heat Shield/Stud	P01005052H	2
	Operator's Manual	P80183001A	1

For the repair or replacement parts you need:

Call 1-877-934-7455 for assistance

To obtain the correct replacement parts for your gas heater, please refer to the part numbers in this parts list. The following information is required to ensure you receive the correct parts:

1. Model and Serial Number (see CSA label on heater)
2. Part Number
3. Part Description
4. Quantity of parts needed

**Important:** Use only Grand Hall replacement parts. The use of any part that is not a Grand Hall replacement part can be dangerous and will also void your product warranty. Keep this Operator's Manual for convenient referral and for part replacement.

## LP Gas Tank Installation

### CORRECT LP GAS TANK USE

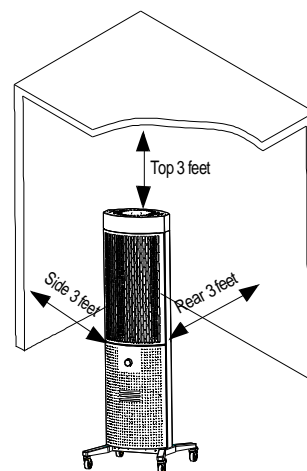
- LP Gas heater models are designed for use with a standard 20 lb. Liquid Propane Gas (LP Gas) tank, not included with heater. **Never** connect your gas heater to an LP Gas tank that exceeds this capacity. A tank of approximately 12 inches in diameter by 18-1/2 inches high is the maximum size LP Gas tank to use. **You must use an "OPD" gas tank which offers a listed Overfill Prevention Device.** This safety feature prevents the tank from being overfilled which can cause a malfunction of LP Gas tank, regulator and/or heater.
  - The LP Gas tank must be constructed and marked in accordance with the Specifications for LP-Gas Cylinders of the U.S. Department of Transportation (D.O.T.) or the National Standard of Canada, CAN/CSA-B339, Cylinders, Spheres and Tubes for Transportation of Dangerous Goods; and Commission, as applicable.
  - The LP Gas tank must have a shutoff valve, terminating in an LP Gas supply tank valve outlet, that is compatible with a Type 1 tank connection device. The LP Gas tank must also have a safety relief device that has a direct connection with the vapor space of the tank.
  - The tank supply system must be arranged for vapor withdrawal.
  - The LP Gas tank used must have a collar to protect the tank valve. If there is excessive abrasion, wear, or if the hose is cut, it must be replaced prior to using the heater.
  - Never** connect an unregulated LP gas tank to your gas heater. The gas regulator assembly supplied with your gas heater is adjusted to have an outlet pressure of 11" water column (W.C.) for connection to an LP gas tank. Only use the regulator and hose assembly supplied with your gas heater. **Replacement regulators and hose assemblies must be those specified by Grand Hall.**
  - Have your LP Gas dealer check the release valve after every filling to ensure it remains free of defects.
  - Always keep LP Gas tank in upright position.
  - Do not subject the LP Gas tank to excessive heat.
  - If you store your gas heater in the garage **always** disconnect the LP Gas tank first and store it safely outside.
  - Never store an LP Gas tank indoors. LP Gas tanks must be stored outdoors in a well-ventilated area and out of the reach of children.
  - The regulator and hose assembly can be seen after opening the door and must be inspected before each use of the heater. If there is excessive abrasion or wear or if the hose is cut, it must be replaced prior to using the heater again.
  - Never** allow children to operate your heater. Do not allow children or pets to play near your heater. Always supervise children and pets if they are in the vicinity of the heater.
  - Use of alcohol, prescription or non-prescription drugs can impair your ability to properly assemble and safely operate your heater.
  - Keep fire extinguisher readily accessible. In the event of a fire, do not attempt to extinguish with water. Use type B extinguisher or smother with dirt, sand or baking soda.
- In the event of rain, turn off the burner and gas supply, and then cover the heater.
  - Use your heater on a level, stable surface in an area clear of combustible materials.
  - Do not leave heater unattended when in use.
  - Do not move the heater when in use.
  - Allow the heater to cool before moving or storing.
  - This heater is not intended to be installed in or on recreational vehicles and/or boats.
  - The heater is not intended for commercial use.
  - Never** use charcoal or lighter fluid in this gas heater.



- A. Do not store a spare LP gas tank near this heater.
- B. Never fill the tank beyond 80 percent full.
- C. If the information in "(a)" and "(b)" is not followed exactly, a fire causing death or serious injury may occur.



- Use your heater 3 feet away from any combustible objects that can melt or catch fire such as vinyl or wood siding, fences, overhangs or solid ceilings. (See Below Diagram) or any other sources of ignition including pilot lights and live electrical appliances.
- Outdoor gas heater shall not be used under overhead combustible construction.
- **Never** use your gas heater in a garage, porch, shed, breezeway, tent or any other enclosed area.
- **Never** obstruct the flow of ventilation air around your gas heater housing.
- In **windy conditions**, always position the front of heater to face oncoming wind to reduce heat blowing in your face and prevent potential hazards to self and heater.



## USE AND CARE INSTRUCTIONS

### NOTE about LP Gas Tank Exchange Programs

Y Many retailers that sell heaters offer you the option of replacing your empty LP Gas tank through an exchange service. Use only those reputable exchange companies that inspect, precision fill, test and certify their tanks. Exchange your tank only for an OPD safety feature-equipped tank as described in the LP Gas tank section of this Manual.

Y Always keep new and exchanged LP Gas tanks in an upright position during use, transit or storage.

Y Leak test new and exchanged LP Gas tanks BEFORE connecting one to your heater.

### How to Leak Test your LP Gas Tank

#### For your safety:

Y All leak tests must be repeated each time your LP Gas tank is exchanged or refilled.

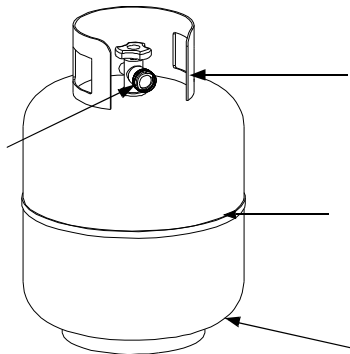
Y When checking for gas leaks do not smoke.

Y Do not use an open flame to check for gas leaks.

Y Your heater must be leak tested outdoors in a well-ventilated area, away from ignition sources such as gas fired or electrical appliances. During the leak test, keep your heater away from open flames or sparks.

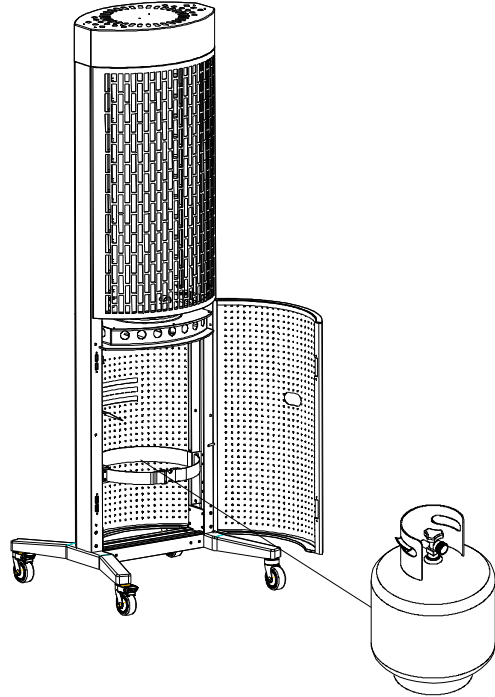
Y Do not use household cleaning agents. Damage to gas assembly components can result.



- Use a clean paintbrush and a 50/50 mild soap and water solution.
- Brush soapy solution onto LP Gas tank in the areas indicated by the arrows. See diagram.
- If growing bubbles appear do not use or move the LP Gas tank. Call an LP Gas Supplier or your Fire Department.



### Secure a 20lb LP Gas Tank to Gas Heater

- Turn your LP Gas Tank Valve clockwise to the closed or OFF position.
- Open the Cart Door and release the tank fastening strap, then set the Gas Tank securely on the Tank Holder and retighten the Fastening Strap. Close the Cart Door.



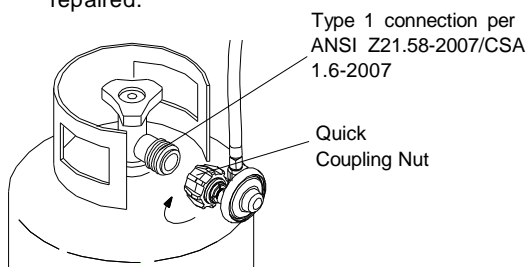
	<b>WARNING</b>	
If growing bubbles appear do not use or move the LP Gas tank. Contact an LP Gas Supplier or your fire department!		

# USE AND CARE INSTRUCTIONS

## LP Gas Model only:

### Connect Regulator with Hose to your LP Gas Tank

- Turn Burner Valve to the OFF position.
- Inspect the valve connection port and regulator assembly for damage or debris. Remove any debris. Never use damaged or plugged equipment.
- Connect the regulator assembly to the tank valve and HAND TIGHTEN nut clockwise to a full stop. DO NOT use a wrench to tighten because it could damage the Quick Coupling Nut and result in a hazardous condition.
- Open the tank valve 1/4 to 1/2 (counterclockwise) and use a soapy water solution to check all connections for leaks before attempting to light your heater. See "**Check all Connections for LP Gas Leaks**". If a leak is found, turn the tank valve off and do not use your heater until the leak is repaired.

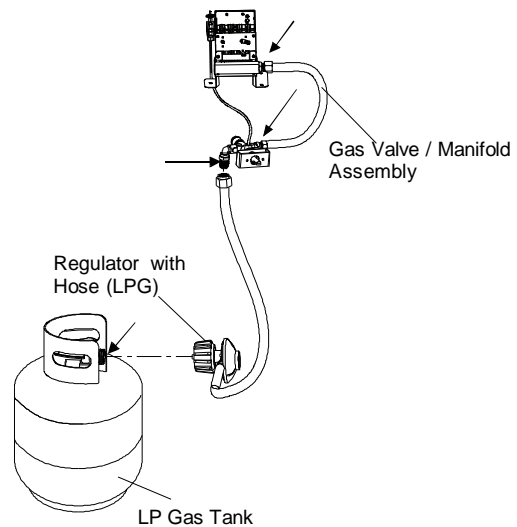




**CAUTION:** When the heater is not in use the gas must be turned off at the tank. Place dust cap on cylinder valve outlet whenever the cylinder is not in use. Only install the type of dust cap on the cylinder valve outlet that is provided with the cylinder valve. Other types of caps or plugs may result in leakage of propane.



### Check all Connections for LP Gas Leaks

Never test for leaks with a flame. Prior to first use, at the beginning of each season, or every time your LP Gas tank is changed, you must check for gas leaks. Follow these three steps:

- Make a soap solution by mixing one part liquid detergent and one part water.
- Turn the heater Control Knob to the full OFF position, then turn the gas ON at source.
- Apply the soap solution to all gas connections indicated by the arrows. See diagram. If bubbles appear in the soap solution the connections are not properly sealed. Check each fitting and tighten or repair as necessary.





	<b>WARNING</b>	
<p>If you have a gas leak that cannot be repaired by tightening, turn off the gas at the source, disconnect fuel line from your heater and call 1-877-934-7455 or your gas supplier for repair assistance.</p>		

	<b>WARNING</b>	
<p><b>1. Do not store spare LP cylinder within 10 feet (3m) of this heater.</b></p> <p><b>2. Do not store or use gasoline or other flammable liquids and vapors within 25 feet (8m) of this heater.</b></p>		

### Disconnecting A Liquid Propane Gas (LPG) Tank From Your Heater



- Make sure the Burner Valve and LP Gas tank valve are off. (Turn clockwise to close.)
- Detach the hose and regulator assembly from the LP Gas tank valve by turning the Quick Coupling Nut counterclockwise.
- Don't use a wrench or any tools when turning the Quick Coupling Nut.

	<b>WARNING</b>	
<p>Failure to read and follow the Use and Care Instructions could result in a fire or explosion that could cause serious bodily injury, death or property damage.</p>		

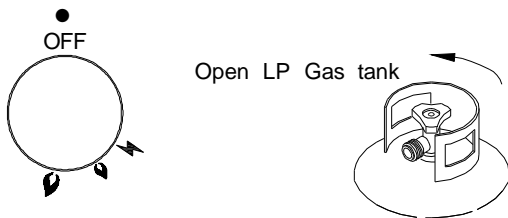
# USE AND CARE INSTRUCTIONS

## Heater Lighting Instructions

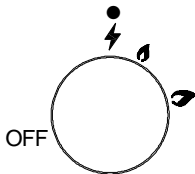
1. Before each use, check all hoses for cracks, nicks, cuts, burns or abrasions. If a hose is damaged in any way, do not use your heater before replacing the hose with an authorized part from the Parts List. Also make sure all gas supply connections are securely tightened.
2. Familiarize yourself with the safety and Use and Care Instructions in this Manual. Do not smoke while lighting heater or checking gas supply connections.
3. Be sure the LP Gas tank is filled and lock Casters to prevent movement during heater operation.

	<b>WARNING</b>	
<p>Failure to replace a faulty hose, secure gas supply connections before proceeding to the Lighting Procedures could result in a fire or explosion that could cause serious bodily injury, death, or property damage.</p>		

4. Set Control Knob to OFF and open the LP Gas tank valve **SLOWLY 1/4 of a turn**.



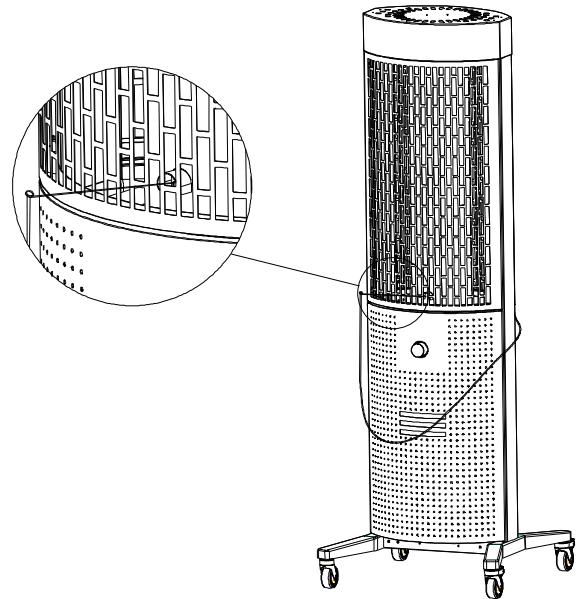
5. Push and turn the Control Knob to ⚡ and hold knob in, once the burner is lit, keep pressing the knob for 10 seconds and then rotate the knob to 🔥.



6. You may have to push and turn the Control Knob up to 3 or 4 times to light.
7. If ignition does not occur in 5 seconds, turn gas off at source and turn Control Knob OFF. Wait at least 5 minutes for gas to clear, then retry. If your heater still fails to light turn the Control Knob and gas source OFF. Wait 5 minutes for gas to clear and then conduct a leak test as explained in the LP Gas Tank Installation of this guide. If no leaks are detected, repeat the lighting procedure.
8. After Burner is lit, turn the tank valve SLOWLY one more 1/4 of a turn.

## Manually Lighting Your Heater By Paper Match

To light your gas heater by match, insert a match into the Lighting Stick and follow steps 1 through 4 of the Heater Lighting Instructions. Then, light the match and place the Lit match through the Lighting Hole on the heater as shown below. Turn the Control Knob to the ⚡ setting and hold knob in 5-10 seconds to release gas then rotate the knob to 🔥. The Burner should light immediately.



## USE AND CARE INSTRUCTIONS

### Troubleshooting

#### If the heater fails to light :

1. Turn gas off at source and turn Control Knob to OFF. Wait at least 5 minutes for gas to clear, then retry.
  2. If your heater still fails to light, check gas supply and connections.
  3. Repeat lighting procedure. If your heater still fails to operate, turn the gas off at source, turn the Control Knob to OFF, then check the following:
- Obstruction in gas line  
**Correction:** Remove regulator hose from heater. Do not smoke! Open gas supply for one second to clear any obstruction from fuel line. Close off gas supply at source and reconnect fuel line to heater.
  - Disconnected Electric Wires  
**Correction:** Inspect the electric wires connecting the Switch/Safety and Control knob/Gas Valve. Connect the loose electric wires to Switch/Safety and Control Knob/Gas Valve. Try to light heater.
  - If the heater still does not light you may need to purge air from the gas line or reset the regulator excess gas flow device. **Note:** This procedure should be done every time a new LP Gas tank is connected to your heater.



### WARNING



While lighting your gas heater, keep your face and body a safe distance (at least 18 inches) from the Lighting Hole or Burner.

#### To purge air from your gas line and/or reset the regulator excess gas flow device:

- Turn Control Knob to the OFF position.
- Turn off the gas at the tank valve.
- Disconnect regulator from LP Gas tank.
- Let unit stand 5 minutes to allow air to purge from gas line.
- Reconnect regulator to the LP Gas tank.
- Turn tank valve on SLOWLY 1/4 of a turn.
- Push and turn the Control Knob to ⚡ and hold it in 5-10 seconds to ignite the burner.



### WARNING



Should a FLASHBACK fire occur in or around the Burner Tube, follow the instructions below. Failure to comply with these instructions could result in a fire or explosion that could cause serious bodily injury, death, or property damage.

- ÿ Shut off gas supply to the gas heater.
- ÿ Turn the Control Knobs to OFF position.
- ÿ Put out any flame with a Class B fire extinguisher.

### HEATER INFORMATION CENTER

Call 8am to 4:30pm CST **1-877-934-7455** Monday through Friday

## CLEANING AND MAINTENANCE

Proper care and maintenance will keep your heater in top operating condition and prolong its life. Follow these cleaning procedures on a timely basis and your heater will stay clean and operate with minimum effort.

**CAUTION:** Be sure your heater is OFF and cool before cleaning.

### Routine Cleaning of The Heater Interior

- At least every 3 months you must give the entire heater a thorough cleaning and keep the heater in top shape. Follow these steps:
  1. Turn all Burner Knob to the full OFF position.
  2. Turn the LP gas tank valve to the full OFF position.
  3. Disconnect the regulator from the gas tank. Inspect the hose with regulator assembly for cracking, cuts or any other damage, and replace as necessary. Refer to the Parts List in this Operator's Manual.
  4. Brush the inside and bottom of the heater with a fiber pad or nylon brush and wash with a mild soap and warm water solution. Rinse thoroughly and let dry.
  5. Check the Spark Electrode, adjusting as needed. The space between the Spark Electrode Tip and Spark Receiver should be approximately 1/8" (3.2mm).
  6. Reconnect the gas source and observe the Burner flame for correct operation.

### Cleaning Exterior painted Surfaces:

- Before initial use, and periodically thereafter, we suggest you wash your heater using a mild soap and warm water solution. You can use a wash cloth or sponge for this process. Do not use a stiff wire or brass brush. These will scratch stainless steel and chip painted surfaces (varies by model) during the cleaning process.

### Cleaning Exterior Stainless Steel Surfaces:

- Routine care and maintenance is required to preserve the appearance and corrosion resistance of stainless steel. The fact is stainless steel can corrode, rust and discolor under certain conditions. Rust is caused when regular steel particles in the atmosphere become attached to the stainless steel surface. Steel particles can also become attached to your heater if you use steel wool or stiff wire brushes to clean the heater instead of non-abrasive cloth, sponge or nylon cleaning tools. In coastal areas rust pits can develop on stainless surfaces that cannot be fully removed. Bleach and other chlorine based solutions used for household and pool cleaning can also cause corrosion to stainless steel. Weathering, extreme heat, machine oils used in the manufacturing process of stainless steel can cause stainless steel to turn tan in color. Although there are many factors which can affect the surface appearance of stainless steel, they do not affect the integrity of the steel or the performance of the heater.

- To help maintain the finish of stainless steel follow these cleaning procedures for the best results:
  1. After every use (after your heater has cooled down), wipe stainless surfaces with a soft, soapy cloth or sponge then rinse with water.
  2. Never use abrasive cleaners, scrubbers or stiff wire brushes of any type on your heater.
  3. Use a heat resistant Stainless Steel Cleaner and rub or wipe in the direction of the stainless steel grain or polish lines NOT against the grain.

Note: The heater must be inspected before each use, and annually by a qualified service person.

! **WARNING** !

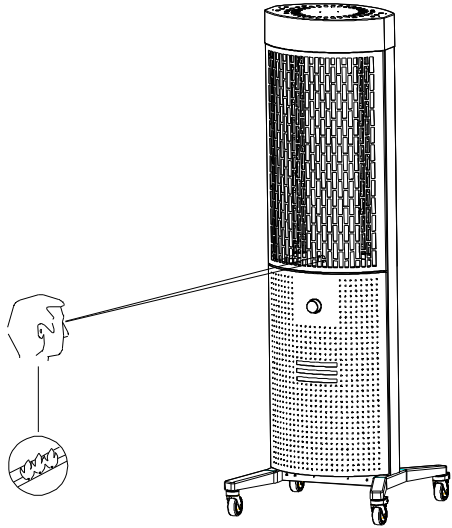
**Failure to comply with these instructions could result in a fire or explosion that could cause serious bodily injury, death or property damage.**

Keep heater area clear and free from combustible materials, gasoline and other flammable vapors and liquids.

Do not obstruct the flow of air for combustion and ventilation.

Keep the ventilation openings of the tank enclosure cabinet free and clear of debris.

Visually check burner flames occasionally to ensure proper flame pattern as shown below.



The diagram shows a tall, cylindrical heater on a four-wheeled base. A hand is shown pointing to a circular inset that displays a flame pattern. The flame pattern consists of a central, bright, conical flame surrounded by a ring of smaller, less intense flames, indicating a proper burner flame.

**Question:**

**Are the serial and model numbers of my heater listed somewhere for reference?**

**Answer:**

The serial and model numbers are listed on a silver CSA label placed on the heater. Depending on the heater model the silver CSA label will be located on the left or right door panel or the left or right stud.

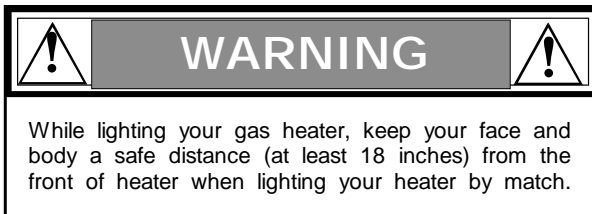
**Question:**

**My heater will not light properly. Why?**

**Answer:**

Air pockets may have formed in your manifold, and are obstructing the flow of gas. Follow this procedure to correct this problem:

1. Turn gas off at source and turn Control Knob OFF. Wait at least 5 minutes for gas to clear, then retry.
2. If your heater still fails to light, turn the Burner Control Knob and gas source OFF and conduct a leak test of ALL gas connections and gas sources as explained in the Use and Care section of this manual.
3. If no leaks are detected, wait 5 minutes for any gas to clear and repeat the lighting procedure.



**Question:**

**Sometimes I hear a humming sound coming from my regulator. What causes this? And - My heater has a low flame and sometimes will not light. Why?**

**Answer:**

The humming sound is gas flowing through the regulator. A low volume of sound is normal and will not interfere with the operation of your heater. Loud or excessive regulator humming and/or low flow and intermittent lighting may be caused by the regulator's excess gas flow device. Opening the tank valve all the way or too quickly is what triggers the regulator's safety device to restrict gas flow, preventing excess gas flow to your heater. Note: This procedure should be done every time a new LP Gas tank is connected to your heater.

- Turn all Control Knob to the OFF position.
- Turn off the LP Gas tank at the tank valve.
- Disconnect regulator from LP Gas tank.
- Let unit stand for 5 minutes.
- Reconnect regulator to the LP Gas tank.
- Turn the tank valve slowly ¼ of one turn.
- Light Burner.
- Turn the tank valve slowly one more ¼ of one turn for ½ of one complete turn.
- Do not turn tank valve more than ½ of one turn on LPG models.

**Question:**

**Where do I use my heater for safer operation and better performance?**

**Answer:**

- Strong winds and low temperatures can affect the heating and performance of your gas heater so factor in these elements when positioning your heater outdoors.
- In **windy conditions**, always position the front of heater to face oncoming wind to reduce heat blowing in your face and prevent potential hazards to self and heater.
- Use your heater at least 3 feet away from any wall or surface.
- Use your heater at least **3 feet away** from combustible objects that can melt or catch fire (such as vinyl or wood siding, fences and (overhangs) or sources of ignition including pilot lights on water heaters and live electrical appliances.
- Never** use your gas heater in a garage, porch, shed, breezeway or any other enclosed area.
- Never** obstruct the flow of ventilation air around your gas heater housing.

**Question:**

**The Regulator and Hose supplied with my gas heater does not fit the older LP Gas tank I've used for years. Why not?**

**Answer:**

The U.S. Government regulates gas appliances and LP Gas tanks. When regulations are changed the LP Gas tank fittings are altered to insure compliance. If your LP Gas tank does not fit the Regulator and Hose supplied with your new heater, the tank is outdated and must be replaced. Note: Effective April 1, 2002 all LP Gas tanks sold must include an "OPD" Overfill Prevention Device. The OPD tanks are identified by their triangular-shaped valve wheel. This internal device prevents the LP Gas tank from being overfilled. Tanks without an OPD valve can not be refilled.

**Question:**

**What causes heater parts to rust and what effect does it have on my heater?**

**Answer:**

Rusting is a natural oxidation process and will not affect the short term performance of your heater.

Routine care and maintenance is required to preserve the appearance and corrosion resistance of stainless steel. The fact is stainless steel can corrode, rust and discolor under certain conditions. Rust is caused when regular steel particles in the atmosphere become attached to the stainless steel surface. Steel particles can also become attached to your heater if you use steel wool or stiff wire brushes to clean the heater instead of non-abrasive cloth, sponge or nylon cleaning tools. In coastal areas rust pits can develop on stainless surfaces that cannot be fully removed. Bleach and other chlorine based solutions used for household and pool cleaning can also cause corrosion to stainless steel.

Weathering, extreme heat, machine oils used in the manufacturing process of stainless steel can cause stainless steel to turn tan in color. Although there are many factors which can affect the surface appearance of stainless steel, they do not affect the integrity of the steel or the performance of the heater. To help maintain the finish of stainless steel follow these cleaning procedures for the best results:

After every use (after your heater has cooled down), wipe stainless surfaces with a soft, soapy cloth or sponge then rinse with water.

Never use abrasive cleaners, scrubbers or stiff wire brushes of any type on your heater.

Use a heat resistant Stainless Steel Cleaner and rub or wipe in the direction of the stainless steel grain or polish lines NOT against the grain.

## Grand Hall Limited Warranty

Grand Hall will warrant to the ORIGINAL PURCHASER of this product that it will be free of defects in material and workmanship for set periods below from the date of purchase when used under normal outdoor use and correct assembly:

**All Electrical Components - 1 Year Limited Warranty**

**All Other Heater Parts/Components - 2 Year Limited Warranty**

Grand Hall will require reasonable proof of your date of purchase. Therefore, you should send in the owner registration card or register online at [www.grandhall.com](http://www.grandhall.com). Save your receipt in case it is required as proof of purchase.

This Limited Warranty is limited to replacement of parts at Grand Hall's option that proved to be defective under normal use and service.

Grand Hall may require the return of defective parts for examination before issuing replacement parts. If you are required to return defective parts, shipping charges must be prepaid. No returns will be accepted without prior authorization from Grand Hall.

Upon examination and to Grand Hall's satisfaction, if the original part is proven defective, Grand Hall may approve your claim and elect to replace such parts without charge. You will be charged for shipping and handling of the replacement parts.

This Warranty does not cover any failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, vandalism, improper installation, maintenance, operation or service, as set out in the Operator's Manual.

This Warranty does not cover cosmetic wear and tear such as scratches, dents, corrosion or discoloration caused by weather, heat, chemicals, paint loss, surface rust. Deterioration or damage due to severe weather conditions such as hail, hurricanes, earthquakes, tsunamis, tornadoes, Act of God or terrorism is not covered by this Limited Warranty.

### **To Obtain Warranty:**

**Call 1-877-934-7455**

**8am - 4:30pm CST**

### **Warranty Restrictions**

- This Warranty is non-transferable and is void if product is used for commercial or rental purposes.
- This Warranty applies only when the product is used in the United States or Canada.
- This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Manufacturer:

**Grand Hall Enterprise Co., Ltd.**

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