PATIO HEATER
INSTRUCTION MANUAL

Foreword

Dear Customer,Thank you for your purchase. Please kindly note the following:

1. Please read this manual thoroughly before use.

2. Always operate, maintain, and service the heater strictly in accordance with the instructions provided in this manual. Follow the specified procedures for troubleshooting.

3. Strictly adhere to all relevant safety regulations outlined in this manual.

4. The company shall not be held liable for any damage to the heater or personal injury resulting from unauthorized modifications that compromise the product's reliability.

5. Should you find any discrepancies between this manual and the actual product, please do not hesitate to contact us directly. We reserve the right to revise this manual at any time without prior notice. Your understanding is appreciated.

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1. Safety Precautions

Before use, carefully read this instruction manual. Thoroughly familiarize yourself with the structure, performance, fuel requirements, and adjustment methods of the fireplace.

Pay special attention to the safety rules. Failure to do so may result in personal injury. For your safety and the safety of others, and to protect property, observe the following precautions:

1. Restrict use by individuals with limited capacity, such as children. Do not allow operation by unskilled persons, individuals under the influence of alcohol, or persons feeling unwell.

2. Never use volatile substances such as gasoline to aid ignition. This can lead to uncontrolled flames and fire.

3. During operation, the stove body and quartz tube become extremely hot. Do not touch them with your hands. Keep children away from the stove to prevent burns.

4. Never leave the fireplace unattended. Before sleeping or leaving the area, ensure the flame is completely extinguished. If you must leave while the fireplace is burning or still hot, you must take children with you to eliminate the risk of burns.

5. Never dispose of ashes carelessly, as this may cause a fire.

6. Maintain adequate clearance around the fireplace. Do not place or store combustible materials such as curtains, newspapers, books, or furniture near the heater.

7. After the visible flame is extinguished, the stove body will remain hot for some time. Do not touch it directly with your hands.

8. Keep all tools and accessories related to the fireplace in a place out of children's reach.

9. Regularly inspect all connections and seals of the fireplace for damage or looseness, and ensure the glass is intact. In case of any malfunction, have it repaired immediately. Operation with a known fault is strictly prohibited.

10. Unauthorized modifications by the user are strictly forbidden. The company shall not be held liable for any losses resulting from such improper alterations.

Safety Symbols



2. Product Overview and Intended Use

Our patio heater is the ideal decorative appliance for homes, hotels, guesthouses, offices, and various public spaces. Its advantages include a compact and portable design, a specially designed burner outlet that produces a straight and aesthetically pleasing flame, a unique ash drawer that is resistant to clogging, and the use of low-cost wood pellet fuel. It offers the most natural and romantic way to enjoy both warmth and ambiance. Coupled with its sleek, modern design and high-transparency quartz glass, the patio heater provides an exceptional viewing experience during operation.

Product Features:

1. Produces a bright and highly stable flame.

2. Features heat-resistant quartz glass that withstands thermal shock and does not crack from water exposure.

3. Constructed entirely from high-quality stainless steel, ensuring excellent safety and long-term durability.

4. The glass remains clear and resists blackening even after prolonged use, maintaining optimal viewing quality.

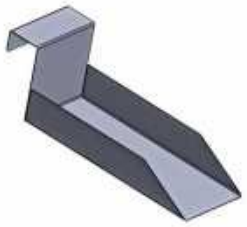
5. Equipped with an automatic pellet hopper feed system, eliminating the need for frequent refueling.

3. Technical Specifications

Model	KY-HWL-11	Net Weight	7.54 kg(16.62 lbs)
Product Dimensions	1341mm * 350mm * 200mm (52.8" * 13.8" * 7.9")	Hopper Dimensions	563mm * 70mm * 70mm (22.2" * 2.8" * 2.8")
Borosilicate Glass Tube Diameter	Φ80mm(3.15")	Borosilicate Glass Tube Length	1 m(39.4")
Material	Stainless Steel / Carbon Steel	Fuel Type	Wood Pellets
Dismantlable	Yes		

4. Parts List

Item No.	Part Number	Component Name	Illustration	Qty.
1	A	Main Body Pipe		1
2	B	Burner Outlet Guard Pipe		1
3	C	Base Plate		1
4	D	Base Plate Mounting Bolts		1
5	E	Base Support Pipe		1

Item No.	Part Number	Component Name	Illustration	Qty-
6	F	Ash Drawer		1
7	G	Borosilicate Glass Tube		1
8	H	Air Inlet Cover		1
9	I	M6 Bolts		2
10	J	Fuel Inlet Cover		1

Item No.	Part Number	Component Name	Illustration	Qty-
11	K	Upper Glass Support Bracket		1
12	L	Rain Cap / Top Cover		1
13	M	Rain Cap Support Bracket		1
14	N	Rain Cap Nut		1
15	O	Rain Cap Bolt		1

5. Operating Instructions

Installation

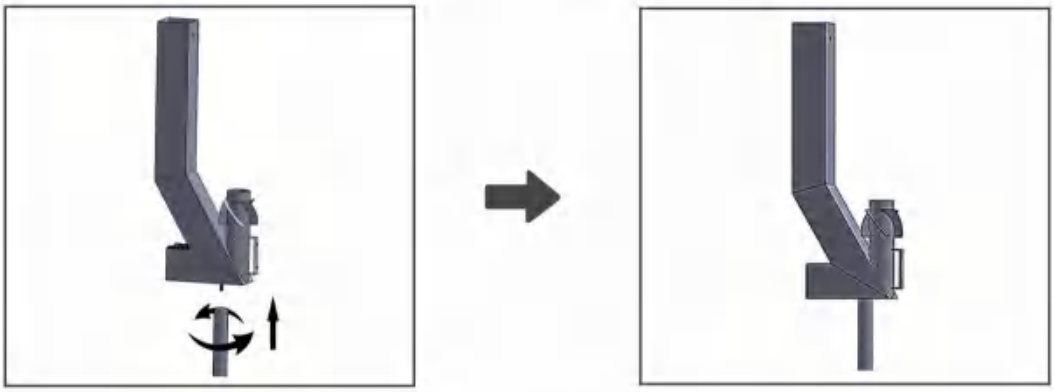
(1) Select a suitable location for the patio heater. It is recommended to place it in a relatively spacious area to minimize potential safety hazards.

(2) The floor where the patio heater is placed should be made of non-combustible material; avoid wooden floors or other flammable surfaces. Marble, ceramic tile, or masonry floors are all excellent choices.

(3) Assemble all components using the provided screws. Finally, slide the quartz glass tube into place. Please handle the glass tube with care during installation to avoid breakage.

Installation Steps

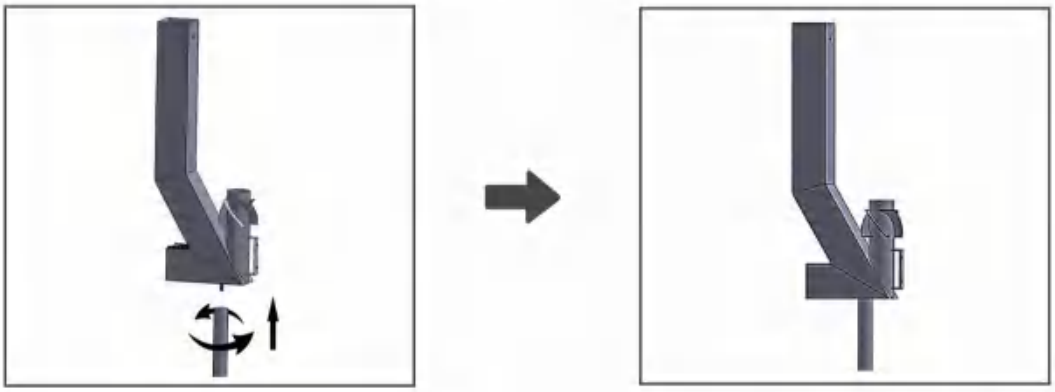
01



(1) Prepare Components: Have Component A (Main Body Pipe) and Component E (Base Support Pipe) ready.

(2) Tighten: Connect Component E to Component A and tighten securely to ensure a firm connection.

02



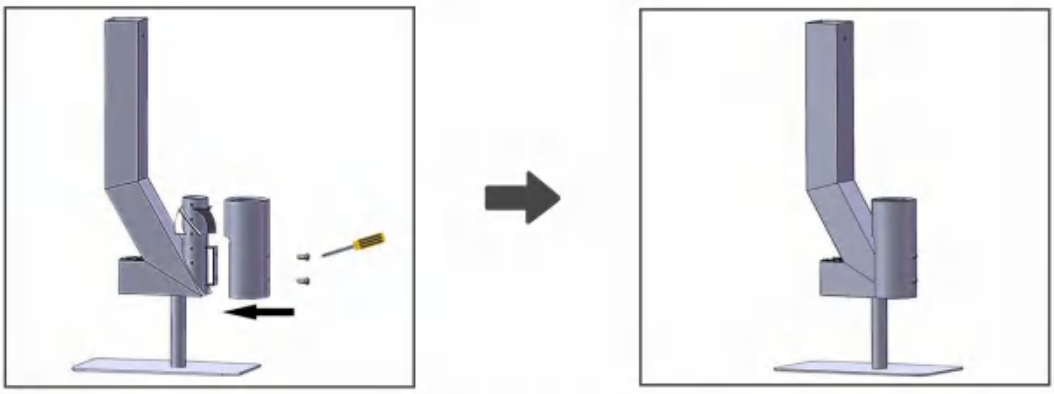
(1) Prepare Components: Have the pre-assembled main body, Component C (Base Plate), and Component D (Base Plate Mounting Bolts) ready.

(2) Align: Align the pre-drilled holes of Component C with the corresponding holes on the lower part of the pre-assembled main body, as shown in the diagram.

(3) Insert Bolts: Locate the pre-drilled bolt holes and insert Component D vertically.

(4) Tighten: Use a screwdriver to tighten Component D, ensuring a secure connection.

03



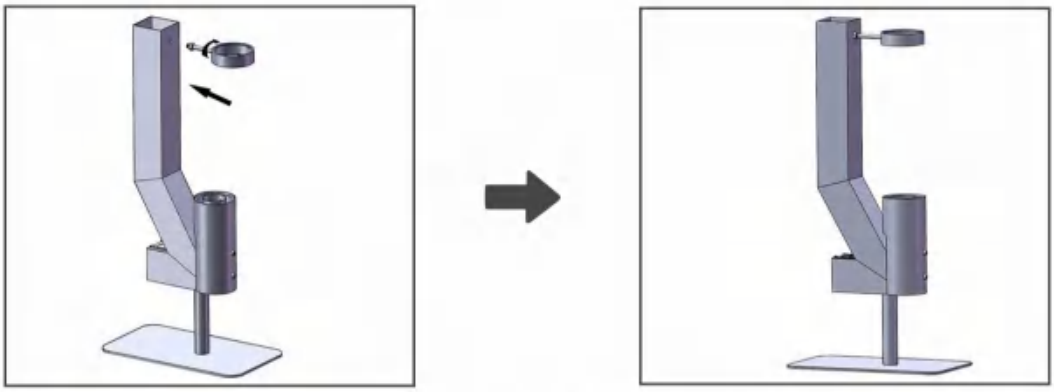
(1) Prepare Components: Have the pre-assembled main body, Component B (Burner Outlet Guard Pipe), and Component I (M6 Bolts) ready.

(2) Align: Align the pre-drilled holes of Component B with the holes on the side of the pre-assembled main body, as shown in the diagram.

(3) Insert Bolts: Locate the pre-drilled bolt holes and insert Component I vertically.

(4) Tighten: Use a screwdriver to tighten Component I, ensuring a secure connection.

04



(1) Prepare Components: Have the pre-assembled main body and Component K (Upper Glass Support Bracket) ready.

(2) Tighten: Connect Component K to the pre-assembled main body and tighten securely.

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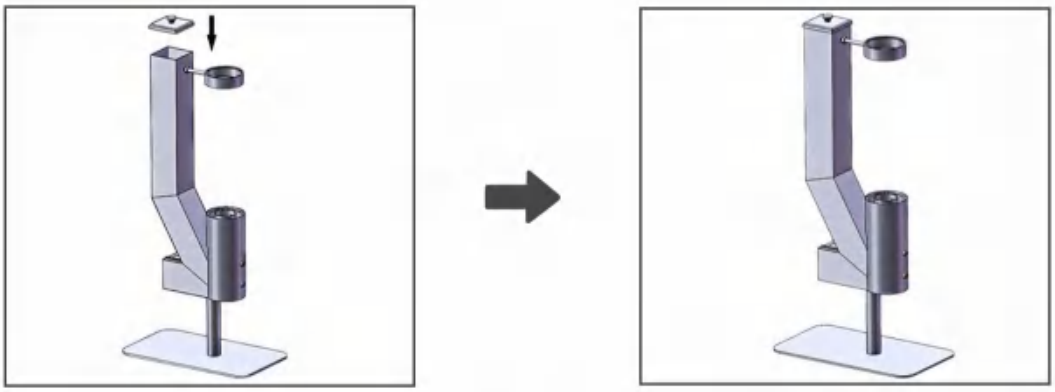

(1) Prepare Components: Have the pre-assembled main body and Component J (Fuel Inlet Cover) ready.

(2) Secure Cover: Attach Component J to the pre-assembled main body and close it firmly.

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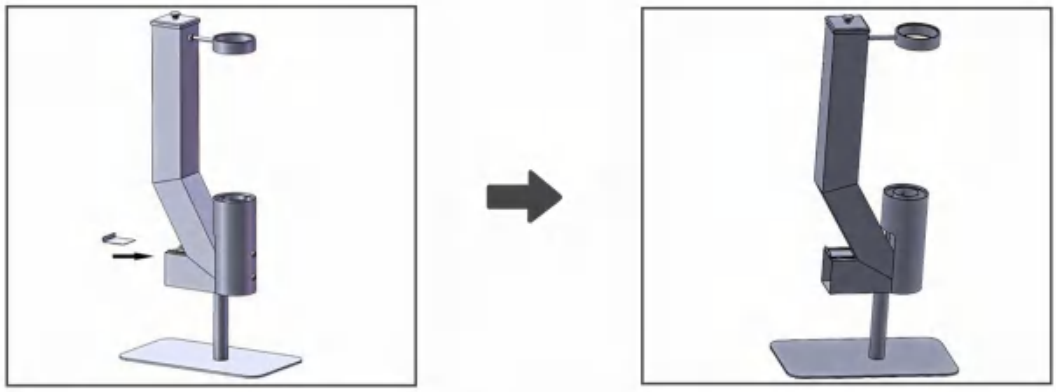
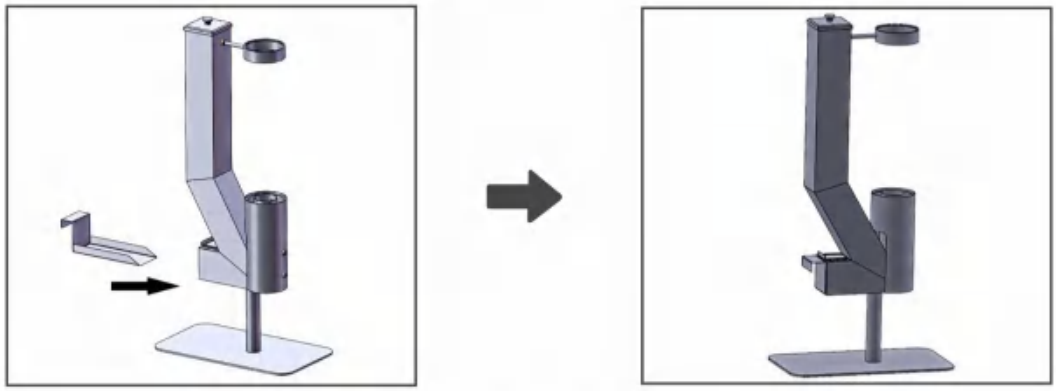


(1) Prepare Components: Have the pre-assembled main body and Component H (Air Inlet Cover) ready.

(2) Insert: Insert Component H into the reserved slot on the pre-assembled main body.

07



(1) Prepare Components: Have the pre-assembled main body and Component F (Ash Drawer) ready.

(2) Insert: Insert Component F into the reserved slot on the pre-assembled main body.

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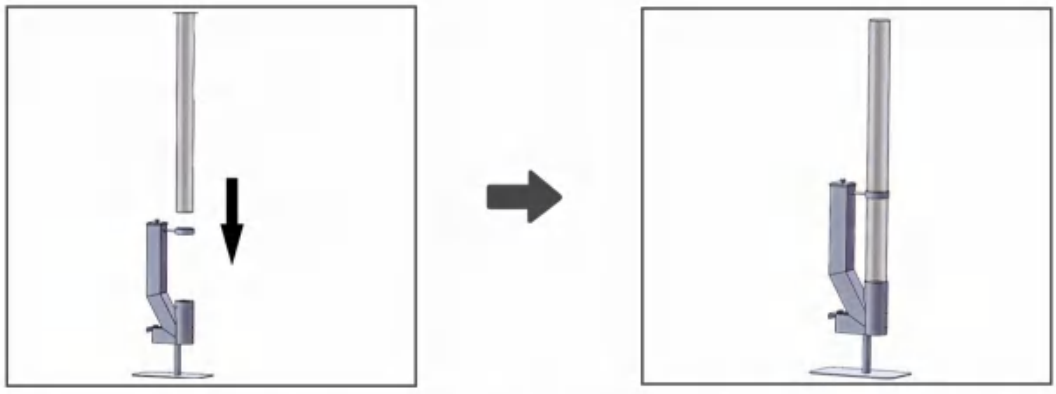
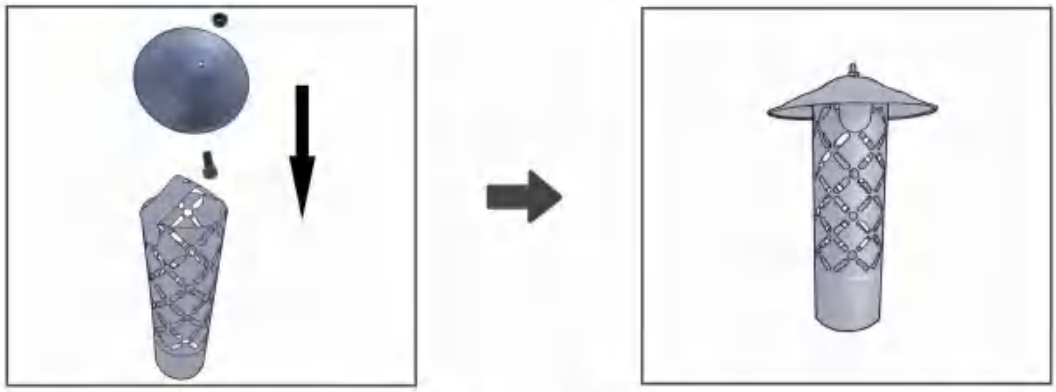


(1) Prepare Components: Have Component G (Borosilicate Glass Tube) and the pre-assembled main unit ready.

(2) Thread Through Support: Align one end of Component G with the support hole of Component K and slowly thread it through, avoiding any impact.

(3) Insert Into Groove: Align the threaded end of Component G with the groove on the main body's flue pipe and gently push until it is fully seated, ensuring stability.

09



(1) Prepare Components: Have Component L (Rain Cap / Top Cover), Component M (Rain Cap Support Bracket), Component N (Rain Cap Bolt), and Component O (Rain Cap Nut) ready.
(2) Connect: Insert Component N and Component O into the holes of Component L and Component M, then tighten to ensure Component L and Component M are securely fastened together.

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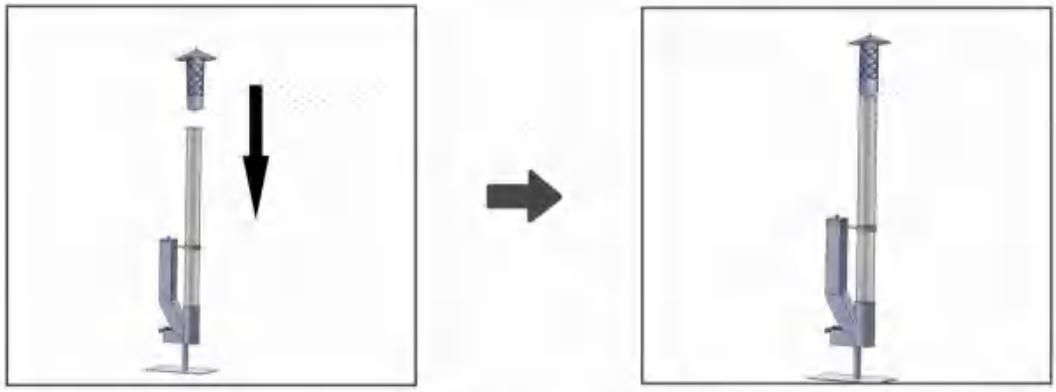

(1) Prepare Components: Have the pre-assembled main body and the pre-assembled rain cap unit ready.
(2) Connect: Insert the pre-assembled rain cap unit into the top of the flue pipe on the pre-assembled main body, ensuring it is secure and stable.

Operating Instructions

1. Before use, ensure the patio heater is placed on a stable and level surface. Check that the air inlet and flue are unobstructed, and remove any ash residue from previous use. Failure to do so may affect safety and combustion performance.

2. Inspect the stove body and viewing glass for any damage.

3. Ignition Method:Add fuel from the top of the combustion chamber. **Remove the glass tube** and feed kindling from the top of the **Burner Outlet Guard Pipe.** Light it with an ignition gun; smoke will generate initially. **Do not refit the glass tube until an open flame is visible to avoid blackening from soot.**

4. It is recommended to use natural wood pellets and avoid introducing foreign materials such as cardboard, newspaper, plastic, or wrapping paper. These materials burn poorly, produce excessive smoke, and release chemicals into the air. We recommend using alcohol gel fuel as a firestarter.

5. For optimal combustion with minimal smoke, use high-quality wood pellets. Avoid using damp or high-resin content wood pellets, as they will produce excessive smoke and poor combustion.

6. Never use volatile substances such as gasoline as a firestarter.

7. Glass Cleaning: To clean, remove the quartz glass tube. Use a tube cleaning brush with a mild detergent. Ensure the glass has completely cooled down before cleaning.

8. Stove Body Cleaning: Wipe with a dry cloth.

9. If possible, keep a fire extinguisher near the patio heater for emergency use.

6. Troubleshooting

1. The fireplace body is made of stainless steel, offering long service life. However, under certain specific environmental conditions, surface rust may appear after prolonged use, which is a normal occurrence.

2. If the unit suffers impact, causing dents, deformation, or even cracks, whether it can continue to be used depends on the extent of the damage. Please consult us for advice.

3. If the viewing glass is cracked or broken due to impact or knocking, discontinue use immediately.

4. For other malfunctions or damage, please feel free to contact us. We will do our best to resolve the issue for you promptly.