



**FIRESTORM**  
*Series*

**OWNER'S GUIDE AND  
INSTRUCTION MANUAL**

SCAN TO VISIT  
GOLIVEOUTDOOR.COM



ESCANEAR PARA MANUAL  
EN ESPAÑOL



# IMPORTANT PRODUCT WARNINGS / AVERTISSEMENTS IMPORTANTS CONCERNANT LES PRODUITS



## 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.



## 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.



## WARNING

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

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



## 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.



## WARNING: For Outdoor Use Only.

Installation and service must be performed by a qualified installer, service agency, or the gas supplier.



## 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.



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



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!

### 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.



## 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 entraîner la mort.  
Ne jamais utiliser cet appareil dans un espace clos comme un véhicule de camping, une tente, une automobile, ou une maison.



Do not use this appliance if it has been submerged, even partially, in water. Call a qualified technician to inspect the unit and replace any part of the control system and any control which has been under water.

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.

CONSUMER: Retain this manual for future reference.

CONSOMMATEUR: Conservez ce manuel pour référence ultérieure.

# TABLE OF CONTENTS

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General Warnings and Information.....	4
Code Requirements.....	5
Minimum and Maximum Gas Inlet Pressures.....	5
Location Considerations.....	5
Clearance Requirements.....	5
Media.....	5
Assembly Instructions.....	7
<i>Assembling the Shell of the FireStorm.....</i>	<i>6</i>
<i>Using Quick Connect Fittings.....</i>	<i>6</i>
<i>Connecting the Hose to the Burner Box and Completing Assembly .....</i>	<i>7</i>
<i>Connecting the Regulator Hose to the LP Tank.....</i>	<i>8</i>
Operating Instructions.....	8
Lighting Instructions.....	8
Cooking Instructions.....	8
General Maintenance.....	8
Warranty.....	9
Prop 65 Warning.....	9
Return Policy.....	11

## CERTIFIED UNITS

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SCAN THE QR CODE FOR UPDATED CERTIFICATIONS



## PATENTS

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SCAN THE QR CODE FOR UPDATED PATENTS



[www.GoLiveOutdoor.com/Patents](http://www.GoLiveOutdoor.com/Patents)



[www.Warming-Trends.com/Patents](http://www.Warming-Trends.com/Patents)

*Series I*

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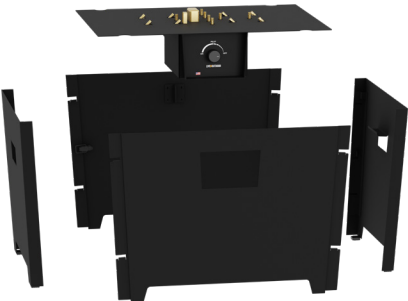
*Series II*

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*Series III*

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## GENERAL INFORMATION

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This Owner's Guide and Instruction Manual contains critical information for the safe assembly and operation of your FireStorm. **You must read this manual in its entirety prior to assembly and/or operation. Failure to follow these instructions may result in property damage, personal injury, or death.** Instructions are updated as needed, and it is the owners' responsibility to periodically review Live Outdoor's website for applicable updates ([www.GoLiveOutdoor.com](http://www.GoLiveOutdoor.com)). Please keep this manual with your important papers.

**WARNING: THE FIRESTORM WILL BECOME EXTREMELY HOT WHEN IN USE.**

**HOT! DO NOT TOUCH.**

**SEVERE BURNS MAY RESULT.**

**CLOTHING IGNITION MAY RESULT.**

- Keep the unit out of reach of children.
- 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.
- Never leave the unit unattended while in use.

**WARNING:**

**DO NOT MOVE THE FIRESTORM WHILE IT IS IN OPERATION. TURN OFF THE APPLIANCE AND ALLOW IT TO COOL TO THE TOUCH AT LEAST 20 MINUTES BEFORE HANDLING OR MOVING. ALTERNATIVELY, TURN OFF THE APPLIANCE AND HANDLE WITH HEAT RESISTANT GLOVES.**

**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 place any objects inside the burner component or add wood or other materials to the fire. Do not put any combustible materials into the fire pit.

**WARNING:**

**Only use Liquid Propane as specified for your Live Outdoor FireStorm unit.**  
Do not use an alternative fuel.

**WARNING:**

**CARBON MONOXIDE HAZARD**

- This burner is a combustion appliance, and all such appliances generate Carbon Monoxide (CO) during the combustion process. It is important to ensure that there is adequate airflow into and out of the appliance.
- Carbon Monoxide (CO) poisoning can cause flu-like symptoms, such as headaches, dizziness, fatigue, nausea, watery eyes, and can even lead to death. Carbon Monoxide gas is both odorless and invisible, making it a potentially lethal threat. If any of these symptoms occur during the operation of this appliance, move to a well-ventilated area immediately.
- **FOR OUTDOOR USE ONLY! Never use this appliance indoors, in a house, camper, tent, vehicle, or any other enclosed space. This appliance consumes oxygen from the air, and using it in an unventilated or enclosed area can put you and others at risk of asphyxiation.**

**WARNING:**

**DO NOT USE IN THE PRESENCE OF COMBUSTIBLE MATERIALS.**

Do not leave the appliance unattended while it's in use, and operate it in a safe area away from anything that could ignite in the presence of combustible materials, such as paper, cardboard, gasoline, or other flammable liquids or powders.

## CODE REQUIREMENTS

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

## MINIMUM AND MAXIMUM GAS INLET

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Your FireStorm has been provided with a LP hose with an in-line regulator set at 11" W.C. (2.7399 Kpa). Any additional fuel lines or regulators must be provided by Live Outdoor or a qualified gas professional within the specified minimum and maximum gas inlet pressures below:

### GAS INLET PRESSURES

MATCH LIT	Minimum	Maximum
Liquid Propane	11.0" W.C. (2.7399 Kpa)	13.0" W.C. (3.2381 Kpa)

## LOCATION CONSIDERATIONS

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The FireStorm is designed and intended for outdoor use only.

Select a location where the appliance can be attended during operation. Never leave an operating appliance unattended or by someone not familiar with its operation or shutoff procedure.

Pick a location that allows sufficient horizontal room to enjoy the appliance while allowing a safe distance from the heat and flame.

Keep the area around the appliance clear of combustible materials, gasoline, and other flammable substances. Do not burn solid fuels in this appliance.

Choose a location that allows easy access to the fire feature.

Appliances may create very high temperatures - combustibles must be located far enough away that there is no risk of ignition.

## CLEARANCE REQUIREMENTS

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Your FireStorm must only be used in a location that provides sufficient clearance from combustible materials. Never use your FireStorm on a combustible surface and provide side and top clearance as follows:

- 36" side clearance from any combustible structure or materials.
- Overhead clearance should be a minimum 72" from the top of the appliance to combustible structures or materials.
- Always consult with local municipality regarding any local code requirements.

The FireStorm must be placed on a stable surface and must be level.

## MEDIA

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Media is not required but may be used on the FireStorm.

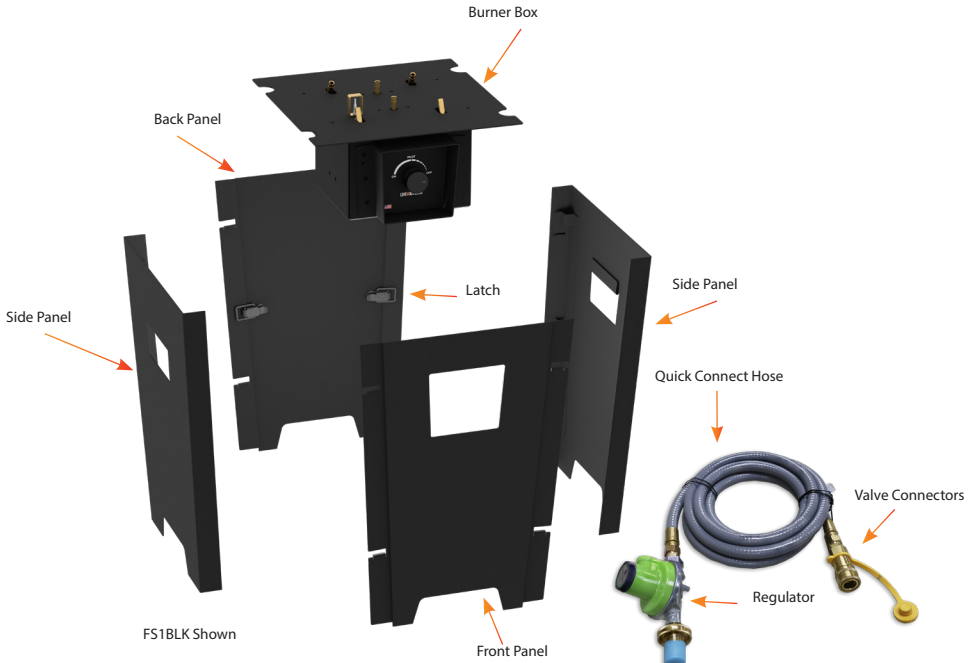
Only use approved decorative media (lava rock, ceramic log sets, etc.) that have been manufactured for specific use in fire features. **Do not use fire glass as it, or debris from it, may fall into the burner pan.**

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

**Burner may be covered by approved media up to ½" above the jets. Covering jets by more than ½" of media may create back pressure and gas leakage resulting in pooling of gas under the fire feature which can result in explosion which could cause property damage, personal injury, or death.**

# ASSEMBLY INSTRUCTIONS

## STEP 1. ASSEMBLING THE SHELL OF THE FIRESTORM



The shell of the FireStorm includes a FRONT PANEL, BACK PANEL, and two (2) identical SIDE PANELS.

1. Attach the BACK PANEL to one of the SIDE PANELS by sliding it into the slots on one side of the SIDE PANEL. Connect and lock the latch at the inside corner of the two panels to secure them in place.
2. Attach the FRONT PANEL to the opposite side of the same SIDE PANEL by sliding it into the slots on the SIDE PANEL. Connect and lock the latch at the inside corner of the two panels to secure them into place.
3. Attach the second SIDE PANEL by inserting the sides of the FRONT PANEL and the BACK PANEL into the slots on each side of the SIDE PANEL. Connect and lock the latches of the two inside corners of the panels to secure them into place.

SCAN THE QR CODE FOR A SHORT  
ASSEMBLY VIDEO.



## 2. CONNECTING THE HOSE TO THE BURNER BOX AND COMPLETING ASSEMBLY

4. Confirm that all four latches are connecting the four panels and are locked in place.

The QUICK CONNECT is used to connect the FireStorm to your gas supply.

Before using the unit, inspect the hose assembly for excessive wear or damage. If you notice any issues, replace the hose before operating the appliance. Contact Live Outdoor to obtain a replacement hose.

1. Tip the shell slightly to one side to allow you to pull about 18" of the VALVE CONNECTOR end of the HOSE under the BACK PANEL and inside the shell.
2. Locate the BURNER VALVE on the back of the BURNER BOX on the opposite side from the CONTROL KNOB. [Photo A1].
3. Connect the HOSE to the BURNER VALVE by pulling back the spring collar on the HOSE SOCKET and pushing the SLEEVE onto the BURNER VALVE. Confirm the connection is locked in place and secure by tugging on the hose. [Photo A2].

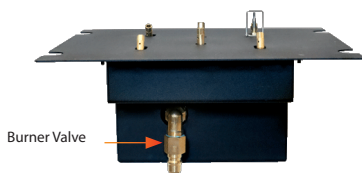


Photo A1: Burner Box

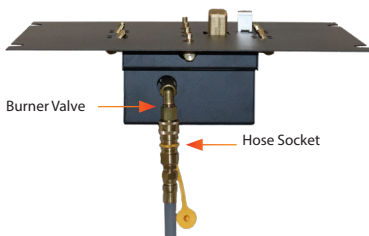
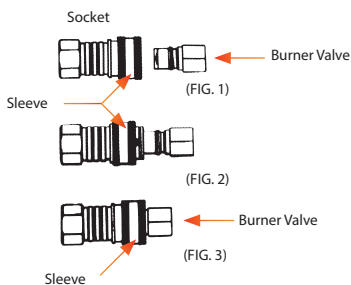
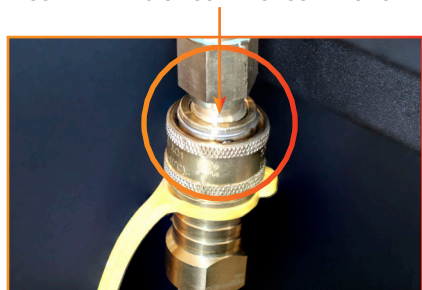


Photo A2: Quick Connect Properly Connected to Burner Box



### INCOMPLETE QUICK CONNECT CONNECTION



### COMPLETE QUICK CONNECT CONNECTION



4. Align the CONTROL KNOB with the FRONT PANEL and then set the BURNER BOX in the shell.

For more detailed assembly instructions, please scan the QR Code on page 6.



## STEP 3. CONNECTING THE REGULATOR HOSE TO THE LP TANK

For safe operation of this appliance, it is important to use LP cylinders that meet the following criteria:

- The cylinders must be constructed and marked in accordance with the LP-Gas Cylinders Standard of ANSI/NFPA or CAN/CSA which specifies the requirements for cylinders, spheres, and tubes for the transportation of dangerous goods.
- The cylinders must be equipped with a listed overfilling prevention device.
- The cylinder connection device must be compatible with the connector for outdoor appliances.

*Tip: The threads on the Regulator Hose are Left-Handed Threaded so they will tighten by turning to the left and loosen by turning to the right.*

1. Attach the Regulator Hose to the threads on the Propane Tank and twist until it comes to a full stop.

### Propane tank storage operation guidelines and safety

- Do not refill disposable propane cylinders under any circumstances.
- Use only with a regulator set between 11" W.C. (2.7399 Kpa) and 13" W.C. (3.2381 Kpa). The regulator hose provided with your unit is pre-set at the correct pressure. Do not adjust the pressure.
- Keep your Regulator Hose horizontal.

*Tip: Hold the Regulator Hose in a straight line with the Cylinder Valve in one hand and tighten the POL coupling turning counterclockwise until it comes to a full stop.*

*Optional Tip: Use Channel Locks to tighten your Regulator Hose to ensure it's securely fastened for safety purposes.*

2. Extend the hose to its full length and make sure that the Propane Tank is positioned at least 3 feet from the FireStorm.
3. Once the Regulator Hose is firmly attached to the Propane Tank, slowly turn on the Propane Tank by turning the knob counterclockwise to fully open the Propane Tank.

### WARNING:

**TRIP HAZARD!** Be sure to place the gas hose in an area where it is unlikely to be tripped over and won't be damaged, such as away from pathways or trails.

### WARNING:

The hose should not be twisted or kinked when attached to the gas cylinder. The hose should never touch the appliance. Ensure that the appliance is kept at a minimum distance of 36" (91 cm) from the gas cylinder.

## SITE CONDITIONS

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

Solid fuels shall not be burned in the fire pit. Leaves, sticks, wood, paper, clothing, food material, etc. should be kept away from the fire pit. Make sure that there is no vegetation or other objects over the top or sides of the fire pit that could interfere with safe operation.

Wind and gusty conditions may cause the flame to behave in an unpredictable manner. If conditions exist, turn off the fire feature.

All media (lava rock, volcanic stone, etc.) has the potential of thermal spalling. This process may occur when media is wet and moisture gets trapped inside of the material due to rapid temperature differences. When this happens the media has the potential to crack or pop outside of the vessel. Extra caution should be taken when lighting in high humidity or moisture. After igniting, allow 30 minutes to dry out the media and monitor from a distance until all popping has ceased before fully enjoying the fire.



## LIGHTING

### TURNING ON FIRE FEATURE

1. Confirm that the knob on the LP tank has been fully turned to the open position.
2. Press **Control** knob and turn counterclockwise to the **Pilot** position.
3. Using a BBQ Lighter, ignite the lighter and place next to the jet closest to the thermocouple. [Photo L1]
4. Fully depress the **Control** knob.
5. Once burner is lit, keep the **Control** knob pressed in for 15 - 20 seconds. Burner should remain lit.

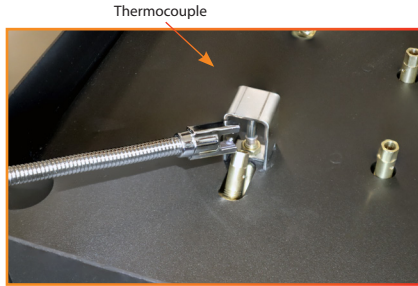


Photo L1: Lighting Jet Nearest Thermocouple

*Tip: If you release the Ignition Button and the FireStorm unit turns off, start the lighting process again and hold down the ignition button for the full 20 seconds.*

6. Once pilot is lit, press the **Control** knob in and turn counterclockwise to achieve desired flame height.
7. If burner does not light, turn **Control** knob to OFF position. Wait 3-5 minutes before repeating lighting process.

### TURNING OFF FIRE FEATURE

#### To safely turn off the FireStorm unit:

1. Slightly push in the Ignition button and while depressed, turn the Ignition Button to the **OFF** position. Verify flame is out.

#### WARNING:

**DO NOT MOVE THE FireStorm WHILE IT IS IN OPERATION. TURN OFF THE APPLIANCE AND ALLOW IT TO COOL TO THE TOUCH AT LEAST 20 MINUTES BEFORE HANDLING OR MOVING. ALTERNATIVELY, TURN OFF THE APPLIANCE AND HANDLE WITH HEAT RESISTANT GLOVES.**

2. If using a LP tank, turn tank to **CLOSED** position by turning the tank counterclockwise.
3. Once the unit is cool, remove Quick-Connect Socket from FireStorm, and remove hose connector from LP tank valve.
4. Once FireStorm is cool to the touch, it is safe to place unit back in provided storage bag or break the unit down.
5. Do not place the FireStorm in a vehicle or enclosed space until it has cooled.

#### WARNING:

Ensure that no parts of your body, clothing, or any other combustible material are above the burner before, during, and after ignition.

### DISASSEMBLING THE FIRE FEATURE

Once the unit is cool, take the following steps to disassemble:

1. Remove Burner Insert from unit using fingerholds to unclip all latches, lift and pull apart panels. Be careful to not drop any panels which could cause damage.
2. Starting with one front/back and side panel, unclip latches.

## COOKING INSTRUCTIONS

If cooking with the FireStorm, the pan or griddle must be supported and at least 4" above the plate. Do not allow grease or cooking liquids to drip onto the burner as they may clog jets creating a dangerous condition. Failure to adhere to these instructions will void any warranty.

## GENERAL MAINTENANCE

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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.

**Ensure gas is shut off and fire pit is cool before servicing.**

**Keep fire feature stored in a cool, dry place.**

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

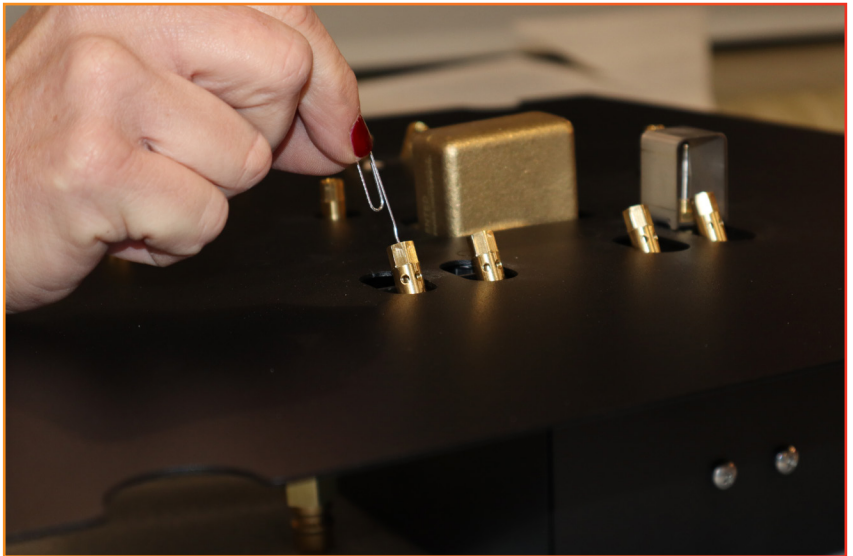
### JET ORIFICE CLEANING

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 burner holes located in bottom of gas jet orifices may require cleaning. Debris may be dislodged from the orifice using a small paper clip or toothpick.

### PILOT ASSEMBLY/THERMOCOUPLE CLEANING OF SOOT

Every six months or as needed, remove media, lava rock, or glass from around the pilot assembly. Clean the thermocouple or 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 5.

If the gas is not consistently flowing from the pilot gas orifice, it should also be cleaned. Remove the pilot hood 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 pilot hood when done.



# WARRANTY

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## LIMITED WARRANTY FOR LIVE OUTDOOR

Live Outdoor, LLC. ("Live Outdoor") warrants that the FireStorm Series I, Series II and Series III (the "Product") will be free from defects in workmanship and materials under normal use ("Limited Warranty") for a period of three (3) years from the original purchase date ("Limited Warranty Period").

**OTHER THAN THE SPECIFIC WARRANTIES SET FORTH IN THIS LIMITED WARRANTY, LIVE OUTDOOR MAKES NO REPRESENTATIONS OR WARRANTIES WITH RESPECT TO THE PRODUCTS WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

The Limited Warranty is non-transferable and applies only to the original end user purchaser. Proof of purchase in the form of a sales receipt is required for warranty coverage/service.

The Limited Warranty does not cover any damage (including scratches or other damage to the powder coat, stains, or discoloration) resulting from normal wear and tear, of misuse, lack of care, mishandling, accident, abuse or other abnormal use, use of the Product other than for its intended purpose, damage caused by improper or unauthorized repair, modification or maintenance. The Limited Warranty does not apply to any Product purchased from Non-Authorized, third party merchants or Non-Authorized online marketplaces.

Warranty claims must be made directly to Live Outdoor. All returned Products must be returned within the Limited Warranty Period and include an RMA (Return Materials Authorization) number issued by Live Outdoor. To obtain an RMA number, a request for RMA must be completed and submitted directly to Live Outdoor during the Limited Warranty Period. The basis for the Warranty Claim must be clearly explained. You may request an RMA by e-mailing [Orders@LiveOutdoor.io](mailto:Orders@LiveOutdoor.io). Please reference "Warranty Claim" in the subject line. For the Claim to be considered, you must provide proof of your purchase within the Limited Warranty Period for the Product. Incomplete requests will not be accepted. Live Outdoor will evaluate your Claim and, if warranty coverage may apply, issue you an RMA number. Once you have received a Live Outdoor RMA number, you may ship your product to Live Outdoor for review. Please reference your RMA number on the exterior of the packaging. We highly recommend that your shipment to Live Outdoor include a trackable shipment method. Live Outdoor is not liable for Products that are damaged or lost in transit prior to delivery to Live Outdoor.

Once your Product is received it will be inspected and evaluated for Limited Warranty coverage. If the Product is not eligible for coverage, Live Outdoor will ship the Product back to you, at our expense. If Live Outdoor determines that there is a warranted defect in the Product, Live Outdoor will, at its option, remedy the defect as set forth below in this Limited Warranty.

The sole and exclusive remedy for a breach of this Limited Warranty, and Live Outdoor's sole and entire liability is, to repair or replace the defective Product, at Live Outdoor's option. Repair or replacement shall be made at Live Outdoor's expense. Live Outdoor reserves the right to replace the Product with the same or of a similar style or a substitute equivalent that may not be of like kind (depending on availability). Replacement products are warranted for the remainder of the Product Warranty Period based on the original date of purchase.

## YOUR RIGHTS UNDER STATE LAW

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state. You may find this information from the Federal Trade Commission helpful in understanding your rights, but we recommend you speak to your attorney regarding your specific situation and the laws in your state or jurisdiction. <https://www.consumer.ftc.gov/articles/0252-warranties>

# PROP 65 WARNING

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## WHAT IS "PROP 65"?

Proposition 65 ("Prop 65") is a California law which requires businesses to provide warnings to Californians about significant exposures to chemicals that cause cancer, birth defects or other reproductive harm. These chemicals can be in the products that Californians purchase, in their homes or workplaces, or that are released into the environment. Prop 65 enables Californians to make informed decisions about their exposures to these chemicals.

Prop 65 also prohibits California businesses from knowingly discharging significant amounts of listed chemicals into sources of drinking water.

Prop 65 requires California to publish a list of chemicals known to cause cancer, birth defects or other reproductive harm. This list, which must be updated at least once a year, has grown to include approximately 900 chemicals since it was first published in 1987.

Prop 65 became law in November 1986, and is also known as the Safe Drinking Water and Toxic Enforcement Act of 1986. Prop 65 does not apply to products sold outside of the state of California. For more info on Prop 65, go to: [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov) For a fully updated list of all the chemicals and compounds that are known to the State of California to cause cancer or reproductive toxicity, go to: <https://oehha.ca.gov/proposition-65/proposition-65-list>.

## WARNINGS

**Lead:** Can cause birth defects or other reproductive harm. Lead can be found in brass fittings. View the fact sheet at [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov)

**Carbon Monoxide:** Carbon monoxide is a colorless, odorless, and poisonous gas. It is formed during the combustion of various fuels. View the fact sheet at [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov)

**Bisphenol A: BPA** is a widely used chemical that be found in linings, plastics, and other materials. It can cause harm to the female reproductive system. View the fact sheet at [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov)

**Furniture Product Exposure:** Some furniture products can expose you to chemicals which are known to the State of California to cause cancer or birth defects or other reproductive harm. View the fact sheet at [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov)

Want to see more? View all of the Prop 65 fact sheets at [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov)

## MORE INFO ON PROP 65

If you have specific questions on the administration or implementation of Proposition 65, you can contact OEHHA's Proposition 65 program at [P65.Questions@oehha.ca.gov](mailto:P65.Questions@oehha.ca.gov), or by phone at (916) 445-6900.

For enforcement information, contact the California Attorney General's Office at (510) 622-2160, or visit <https://oag.ca.gov/prop65>.

**Note:** The information provided is for informational purposes only and does not constitute legal advice. If you have any concerns about Prop 65 or how it may apply to our products, please consult your attorney.

# RETURN POLICY

## RETURNS

We hope that you truly enjoy your Live Outdoor 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 Live Outdoor. Proof of Purchase from Live Outdoor 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@LiveOutdoor.io](mailto:Orders@LiveOutdoor.io). Upon receipt of your request, we will email you our return address. All returns must be shipped by the customer to Live Outdoor 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.

## HOLIDAY SEASON RETURNS

Purchases made between December 1st and December 24th may be returned for forty-five (45) days from the date of purchase, subject to the conditions below.

## 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@LiveOutdoor.io](mailto:Orders@LiveOutdoor.io) 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.

# REPLACEMENT

PART	SKU	DESCRIPTION
Push Button Ignition System	PBIK3.0	Push Button Ignition Kit: Push Button Battery Operated Control Module + Spark Ignitor Rod and Wire
Mercury Ignition System	MERCNG M E R C L P	Mercury Ignition Spark Ignitor with Internal Safety Shutoff + 3' Pilot for use with any burner up to 240K BTUs + FIT180 (NG/LP)
Platinum Ignition System	103063 (NG) 103064 (LP)	Platinum 24 Volt Electronic Ignition System - Hot Surface Ignitor + 24V Transformer + for 1/2" Manifolds + Maximum Gas Output 680K BTU/Hr (NG/LP)
AON Fire Table Cover	Please contact <a href="mailto:Orders@LiveOutdoor.io">Orders@LiveOutdoor.io</a> or call (303) 346-2224	
Liquid Propane Regulator Hose	LPRH	Liquid Propane Regulator mounted on 5/16" 10' hose with handwheel quick connect. For use up to 200k BTUs with a 20 lb propane tank.
Knob	Please contact <a href="mailto:Orders@LiveOutdoor.io">Orders@LiveOutdoor.io</a> or call (303) 346-2224	

## CONTACT US

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Replacement parts are available for purchase. For replacement parts or any other questions, call our Flame Specialists at (720) 679-9800 or email them at [Orders@LiveOutdoor.io](mailto:Orders@LiveOutdoor.io). For more information about Live Outdoor products, please visit us at [www.GoLiveOutdoor.com](http://www.GoLiveOutdoor.com).



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