

EAST OAK

# Gas Patio Heater

## *Quick Troubleshooting Guide*



**Common Issues & Fixes**

# 01

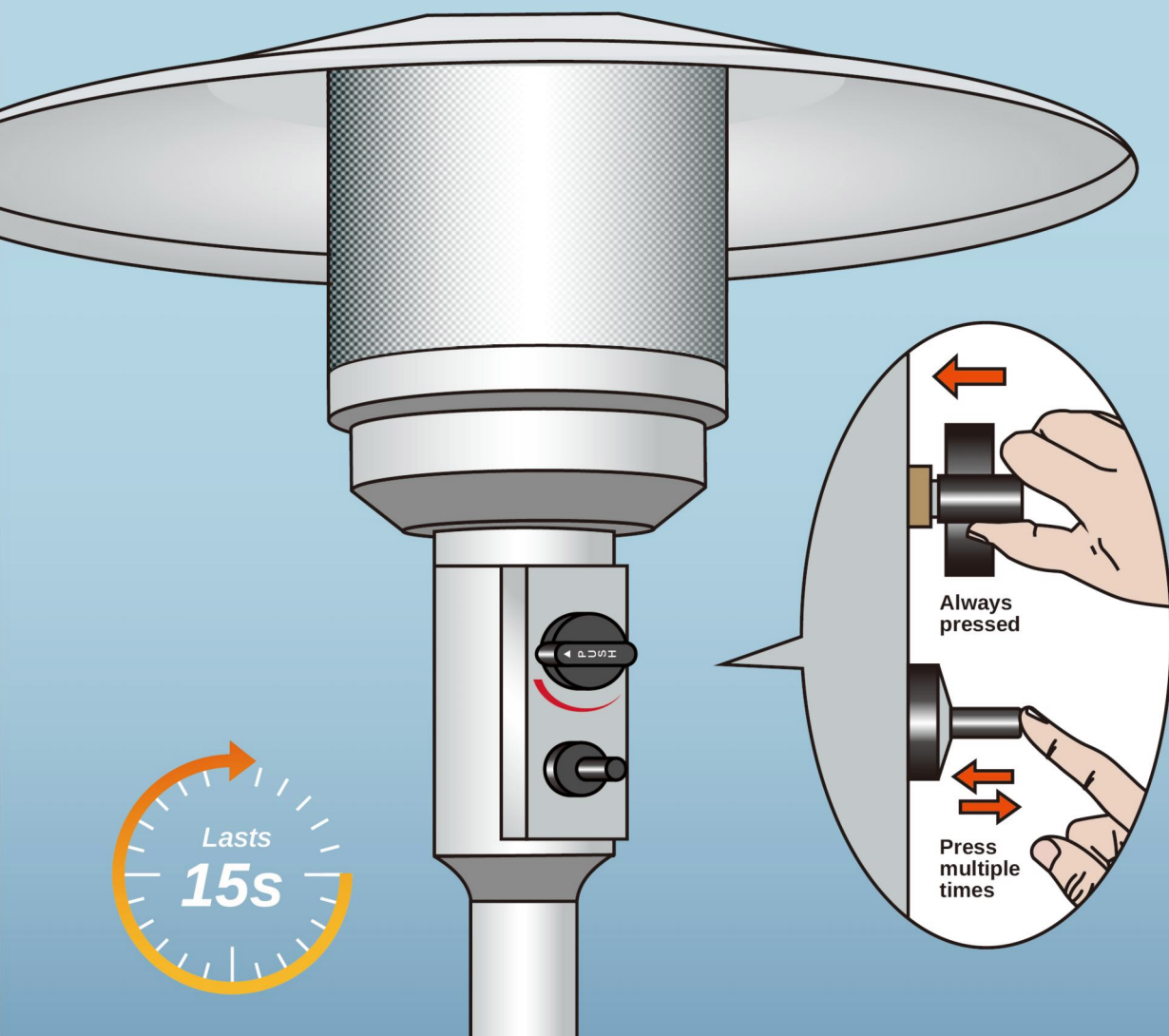
## The Gas Patio Heater Won't Light.

Several factors might hinder your gas patio heater from igniting. Examine the listed components to identify and resolve the issue.

### Control Knob

When using the gas patio heater for the first time or after an extended period of non-use, the safety switch may be in a protected state to prevent accidents. **You can follow the steps below to reset or unlock it.**

**Step 1:** Press and hold the **control knob to the high position**. Press the igniter button multiple times to ignite the heater. **Wait for 15 seconds** before releasing the control knob.



**Step 2:** If unsuccessful, **face the control knob towards you** and tilt the heater to about 45° until you hear a click, then bring it back upright. Repeat this action more than three times. Return the heater to a standing position and repeat step 1.

**Notes:** Before Step 2, Kindly disconnect the heater from the propane tank and then take out the propane tank.





# 02

## There's A Gas Odor.

### Propane Regulator and Hose

Ensure the gas cylinder has an adequate fuel supply and carefully inspect the connection for any signs of damage. **To identify leaks, create a soapy water solution, apply it to the Propane Hose, and then open the Propane Tank valve. The presence of bubbles indicates a potential leak.** A loosely connected or damaged component may result in reduced fuel pressure. Replace any faulty parts to restore optimal gas flow and pressure.

### New Propane Tank

If there is a gas leak at the **Pressure Relief Port**, it may be due to the **initial pressure of the Propane Tank** causing an impact. You can try **disconnecting the Propane Tank and shaking our Regulator.**



# 03

## The Flame Is Too Low.

If your gas patio heater flame is insufficient, address these potential causes:

### Low Gas Pressure

Insufficient gas pressure can result in a weak flame that does not provide enough heat. To check for this issue, **ensure that your Propane Tank is fully open** and that there are **no restrictions on the gas line**. Additionally, make sure that the gas valve on the heater itself is **fully open or refill the Propane Tank**.

### Damaged Gas Hose

Over time, your gas hose may become twisted or tangled, restricting gas flow to the burner. **Inspect the gas hose for kinks, bends, leaks, or cracks**. Replace any damaged hose to maintain safe and efficient operation.



If the above measures do not resolve the issue, you can contact our customer service for further assistance at

**[support@eastoak.com](mailto:support@eastoak.com)**.

or call us at

**(+1) 833-327-8625.**

