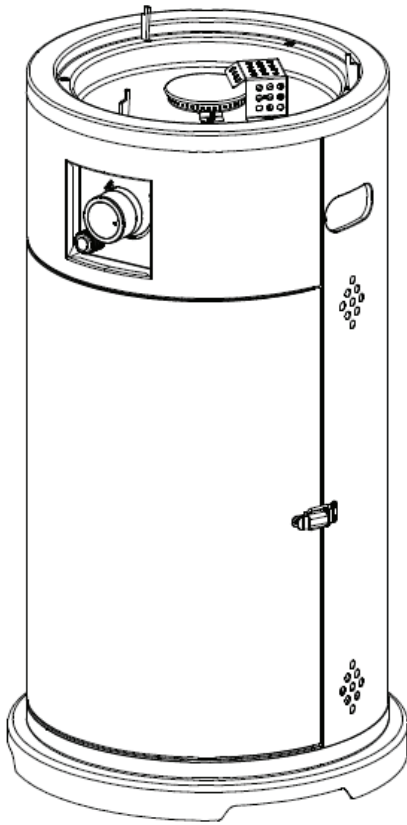




OZ CYLINDER FIRE PIT

Item # 9180

Model # KLD4005SA, KLD4005SB



! 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 fire department.

! WARNING

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

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

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Read the owner's manual thoroughly before installing or servicing this equipment. 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.

! CAUTION

Do not operate this fire pit if the Fire Pan and Lava Rocks are wet!



! 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.



Conforms to ANSI STD Z21.97-2017 Certified to CSA STD 2.41-2017 Outdoor decorative gas appliances

Intertek
500199

Keep and check the manual before assembling the appliances

SAFETY INFORMATION

The equipment has been tested to comply with ans Z 21.97-2010.

CGA Cr 97-003 external gas furnace.

There are no local gas standards in the national gas regulations. burning Z223.1. This manual contains important information about the fire pit assembly, operation and maintenance E. Regulations commonly safety information is provided on the previous pages and is included in the entire contingent owned equipment manual.

Save this manual for future reference and learn from new users use manual.


Read the label product, as safety precautions must be taken.

These are mechanical equipment or propane Precautions must be taken where applicable.

Store and cover unit when not in use.

To avoid personal injury or material damage, follow the danger symbols.

This manual contains a wide range of recommendations. Pay attention to these preventive measures prior to use.


 DANGER


DANGER indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

 CAUTION

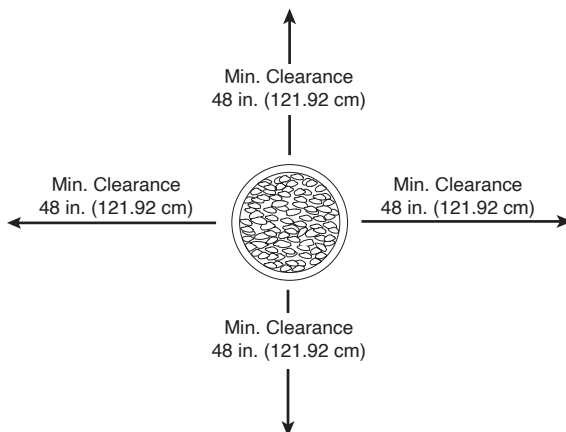
Do not operate this fire pit if the Fire Pan and Lava Rocks are wet!




 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.

 DANGER

- **EXPLOSION - FIRE HAZARD**
- Keep solid combustibles, such as building materials, paper or cardboard, a safe distance away from the fire pit as recommended by the instructions.
- Provide adequate clearances around air openings into the combustion chamber.
- Never use the fire pit in spaces which do or may contain volatile or airborne combustibles, or products such as gasoline, solvents, paint thinner, dust particles or unknown chemicals.
- During operation, this product can be a source of ignition. Keep fire pit area clear and free from combustible materials, gasoline, paint thinner, cleaning solvents and other flammable vapors and liquids. Do not use fire pit in areas with high dust content. Minimum fire pit clearances from combustible materials: six (6) feet from the sides & eight (8) feet from the rear, 6 feet from ceiling.



Combustible materials should not be within 48 in. from sides and 96 in. from of the unit.

 DANGER

- **CARBON MONOXIDE HAZARD**
- This fire pit is a combustion appliance. All combustion appliances produce carbon monoxide (CO) during the combustion process. This product is designed to produce extremely minute, non-hazardous amounts of CO if used and maintained in accordance with all warnings and instructions. Do not block air flow into or out of the fire pit.
- Carbon Monoxide (CO) poisoning produces flu-like symptoms, watery eyes, headaches, dizziness, fatigue and possibly death. You can't see it and you can't smell it. It's an invisible killer. If these symptoms are present during operation of this product get fresh air immediately!
- For outdoor use only.
- Never use inside house, or other unventilated or enclosed areas.
- This fire pit consumes air (oxygen). Do not use in unventilated or enclosed areas to avoid endangering your life.



SAFETY INFORMATION

! WARNING

We cannot foresee every use which may be made of our fire pit.

Check with your local fire safety authority if you have questions about fire pit use.

Other standards govern the use of fuel gases and heat producing products for specific uses. Your local authorities can advise you about these.

If no local codes exist, follow National Fuel Gas Code, ANS Z223.1. In Canada, installation must conform to local codes. If no local codes exist, follow the current National standards of CANADA CAN/CGA-B 149.2.

! WARNING

WARNING indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

! WARNING

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

! WARNING

California Proposition 65
Combustion by-products produced when using this product contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm.

! WARNING

• This product is fueled by propane gas. Propane gas is invisible, odorless, and flammable. An odorant is normally added to help detect leaks and can be described as a "rotten egg" smell. The odorant can fade over time so leaking gas is not always detectable by smell alone.

• Propane gas is heavier than air and leaking propane will sink to the lowest level possible. It can ignite by ignition sources including matches, lighters, sparks or open flames of any kind many feet away from the original leak. Use only propane gas set up for vapor withdrawal.

• Store or use propane gas in compliance with local ordinances and codes or with ANS/NFPA 58. Turn off propane when not in use.

! WARNING

BURN HAZARD

- Never leave fire pit unattended when hot or in use.
- Keep out of reach of children.

! CAUTION 
Do not operate this fire pit if the Fire Pan and Lava Rocks are wet!

! WARNING

Solid fuels shall not be burned in this appliance.

! DANGER

• EXPLOSION - FIRE HAZARD

- Never store propane near high heat, open flames, pilot lights, direct sunlight, other ignition sources or where temperatures exceed 120 degrees F (49°C).
- Propane vapors are heavier than air and can accumulate in low places. If you smell gas, leave the area immediately.
- Never install or remove propane cylinder while fire pit is lighted, near flame, pilot lights, other ignition sources or while fire pit is hot to touch.
- This fire pit is red hot during use and can ignite flammables too close to the burner. Keep flammables at least 4 feet from sides & 4 feet from rear, 8 feet from ceiling. Keep gasoline and other flammable liquids and vapors well away from fire pit.
- Store the propane cylinder outdoors in a well ventilated space out of reach of children. Never store the propane cylinder in an enclosed area (house, garage, etc.). If fire pit is to be stored indoors, disconnect the propane cylinder for outdoor storage.

! WARNING: For outdoor use only

! 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 or home.

! WARNING

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

! WARNING

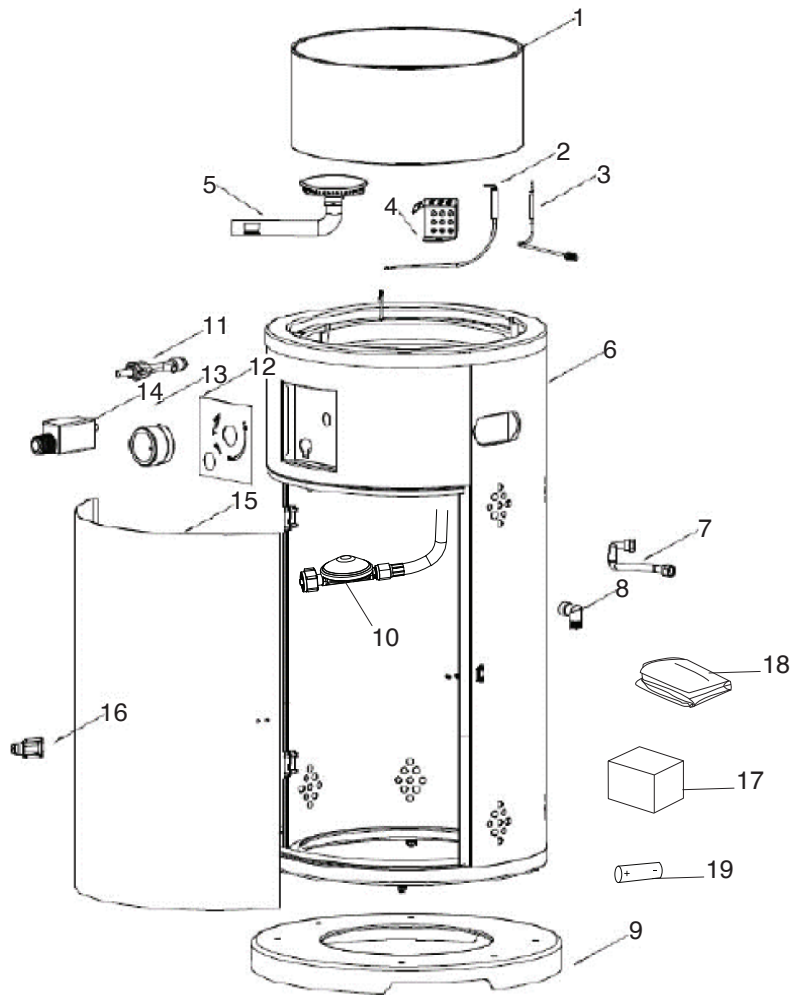
- Alert children and adults to the hazards of high surface temperatures. Stay away from these surfaces to avoid burning skin or igniting clothing.
- Carefully supervise young children when in the vicinity of the fire pit.
- Do not hang clothing or any other flammable materials from the fire pit, or place on or near the fire pit.
- Replace any guard or protective device removed for servicing the appliance prior to placing back in service.
- Installation and repair should be done by a qualified service person. The fire pit should be inspected before use and annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative that the control compartment, burners, and circulating air passageway of the appliance be kept clean.

! WARNING

Certain materials or items, when stored under the fire pit, will be subjected to radiant heat and could be hazardous.

PACKAGE AND HARDWARE CONTENTS

Before beginning assembly of product, make sure all parts are present, and check the manual carefully. The product is pre-assembled before leaving the factory .



PART	DESCRIPTION	QUANTITY
1	Glass	1
2	Ignition needle	1
3	Thermocouple	1
4	Gas collecting hood	1
5	Burner	1
6	Body	1
7	corrugated pipe	1
8	Connector	1
9	Base	1
10	Regulator hose	1
11	Valve	1
12	Panel	1
13	Control knob	1
14	Igniter	1
15	Door	1
16	Lock	1
17	Lava Rocks (2.6 lbs.)	1 Box
18	Protective Cover	1
19	AA Battery	1

SAFETY INFORMATION

Please read and understand this entire manual before attempting to assemble, operate or install this appliance. If you have any questions regarding the product, please call customer service 1-877-387-3639, 8 a.m. – 4 p.m., EST, Monday – Friday. This appliance has been tested to and complies with the ANSI Z21.97-2017/CSA 2.41-2017, Outdoor Decorative Gas Appliances CGA CR 97-003 Outdoor Gas Fireplaces. The installation must conform to local codes or in the absence of local codes, to the National Fuel Gas Code. ANSI Z223.1. This manual contains important information about the assembly, operation and maintenance of this fire pit. General safety information is presented in the first few pages and is also located throughout this manual. Keep this manual for future reference and to educate new users of this appliance. This manual should be read in conjunction with the labeling on the appliance. Safety precautions are essential when any mechanical or propane fueled equipment is involved. These precautions are necessary when using, storing, and servicing. Using this appliance with the respect and caution demanded will reduce the possibilities of personal injury or property damage. The following symbols shown below are used extensively throughout this manual. Always heed these precautions, as they are essential when using any mechanical or propane fueled equipment.

**DANGER:**

DANGER indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

**DANGER:**

Failure to comply with the precautions and instructions provided with this fire pit can result in death, serious bodily injury and property loss or damage from hazards of fire, explosion, burn asphyxiation, and/or carbon monoxide poisoning. Only persons who can understand and follow the instructions should use or service this fire pit.

**DANGER:****FOR YOUR SAFETY:**

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 fire department.

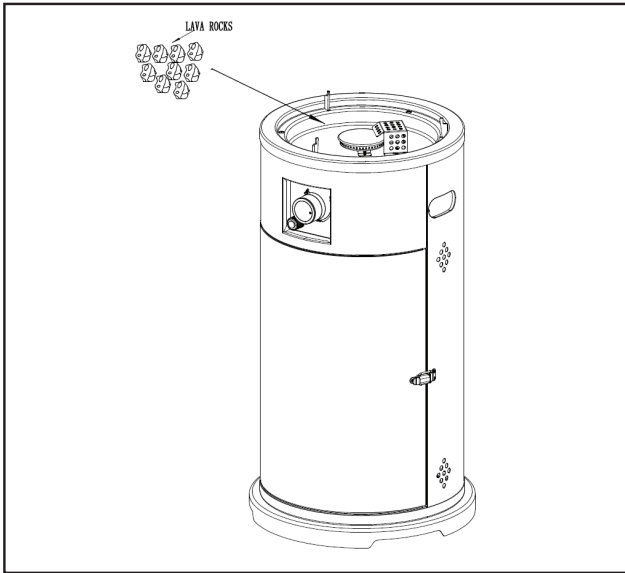
**CAUTION**

Do not operate this fire pit if the Fire Pan and Lava Rocks are wet!

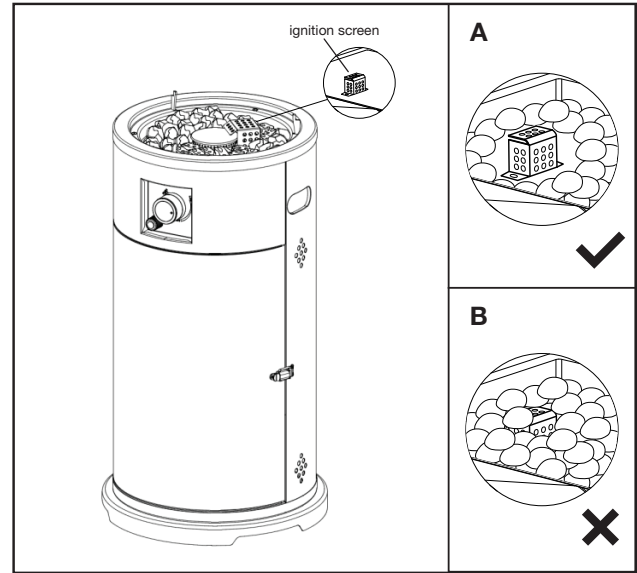


Solid fuels shall not be burned with this appliance.

ASSEMBLY INSTRUCTIONS

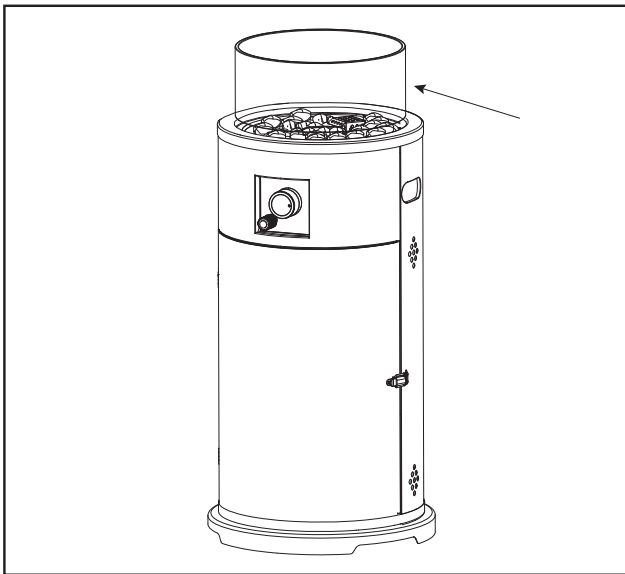


Step 1. Put the lava rocks into the fire pan.
(The weight of lava rocks is 1.2kg)

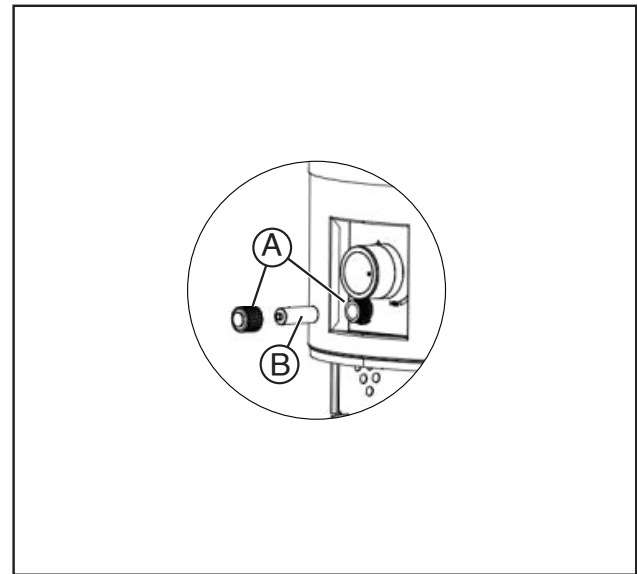


Step 2A. Leave adequate space around the Ignition Screen for ventilation.

Step 2B. DO NOT block or cover the Ignition Screen with the lava rocks.



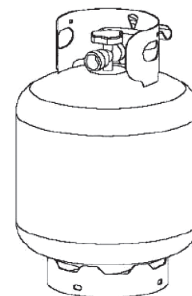
Step 3. Place wind guard on the fire pit.



Step 4. Install Battery to Igniter. Remove the rubber cap on the electronic igniter (A) by unscrewing and slide battery (B) into the battery slot. Make sure the positive side of the battery faces outwards. Screw the electronic igniter cap (A) over the battery tightly.

ASSEMBLY INSTRUCTIONS

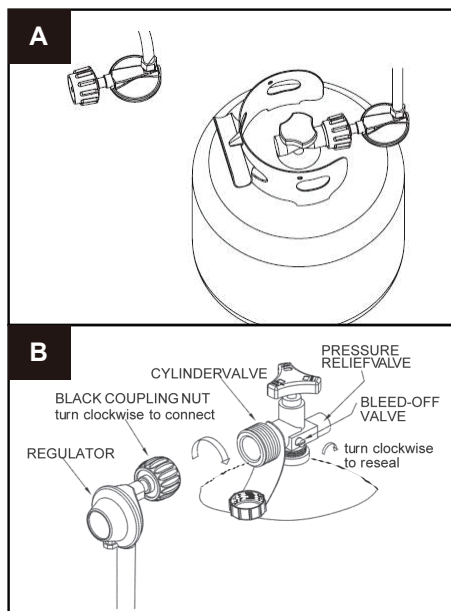
The propane gas and cylinder are sold separately. Use a standard 20 lb. propane cylinder only. Use this fire table only with a vapor withdrawal supply system. See Chapter 3 of the standard for storage and handling of liquefied petroleum gas, ANSA/NFPA 58. Your local library or fire department should have this book. Storage of an appliance indoors is permissible only if the cylinder is disconnected and removed from the appliance. A cylinder must be stored outdoors in a well-ventilated area out of reach of children. A disconnected cylinder must have all dust caps tightly installed and must not be stored in a building, garage or any other enclosed area. The maximum inlet gas supply pressure: 250 PSI. The minimum inlet gas supply pressure: 5 PSI. The installation must conform with local codes or in the absence of local codes, with national fuel gas code, ANSI Z223.1/NFPA54, NFPA58, natural gas and propane Installation Code, CSA B1491.1, or propane storage and handling code, B149.2. A dented, rusted or damaged propane cylinder may be hazardous and should be checked by your cylinder supplier. Never use a propane cylinder with a damaged valve connection. The propane cylinder must be constructed and marked in accordance with the specifications for LP gas cylinders of the U.S. Department of Transportation (DOT) or the standard for cylinders, spheres and tubes for transportation of dangerous goods and commission, CAN/CSA-B339. The cylinder must have a listed overfilling prevention device. The cylinder must have a connection device compatible with the connection for the appliance. The cylinder used must include a collar to protect the cylinder valve. Never connect an unregulated propane cylinder to the appliance.



Standard 20 lb. tank

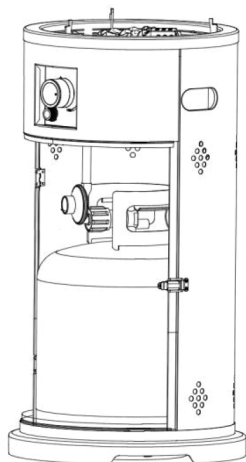
Step 5

- (A) Connect hose and regulator to cylinder.
- (B) Turn the cylinder valve clockwise to close the gas supply on the gas cylinder. Screw the regulator coupling clockwise by hand only. Make sure it is fastened.



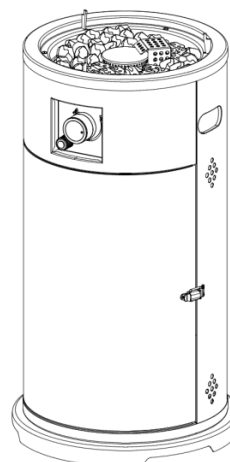
Step 6A.

Install Cylinder. Put the cylinder into bottom base.



Step 6B.

Close the door. Fire pit assembly is now complete.



Step 7 Perform Leak Test



WARNING

Perform all tests outdoors.
Extinguish all open flames.
NEVER leak test when smoking.

have been leak tested and do not leak.

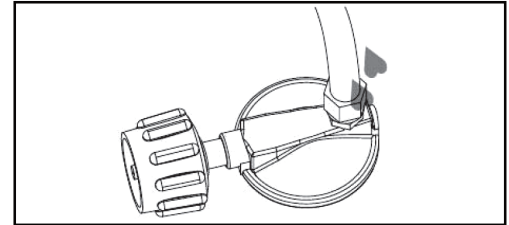
- (I) Make 2-3 oz. of leak test solution (one part liquid dishwashing detergent and three parts water).
- (II) Make sure all fire pit and light valves are OFF.
- (III) Apply several drops of solution where hose attaches to regulator.
- (IV) Apply several drops of solution where regulator connects to cylinder.
- (V) Turn cylinder valve ON.

If bubbles appear at any connection, there is a leak.

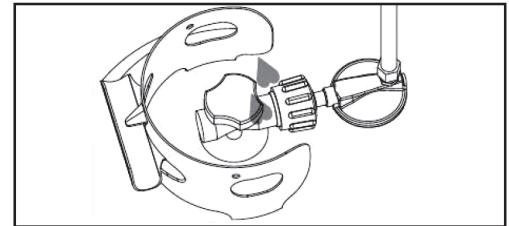
- (I) Turn cylinder valve OFF.
- (II) If leak is at hose/regulator connection: tighten connection and perform another leak test. If bubbles continue appearing, the hose should be returned to the place of purchase.
- (III) If leak is at regulator/cylinder valve connection: disconnect, reconnect, and perform another leak test. If you continue to see bubbles after several attempts, cylinder valve is defective and should be returned to cylinder place of purchase.

If NO bubbles appear at any connection, the connections are secure.

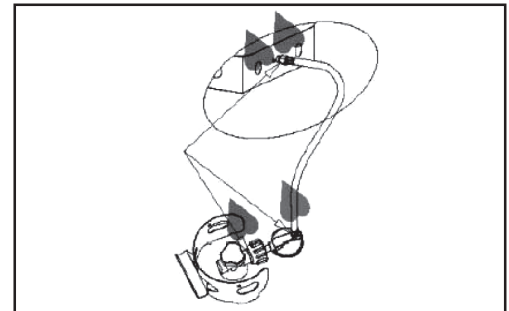
NOTE: Whenever gas connections are loosened or removed, you must perform a complete leak test.



Hose/Regulator Connection



Regulator/Cylinder Connection



- Do not store a spare LP-gas cylinder under or near this appliance.
- Never fill the cylinder beyond 80 percent full.
- Place the dust cap on the cylinder valve outlet whenever the cylinder is not in use. Only install the type of dust cap on the cylinder valve that is provided with the cylinder valve. Other type of caps or plugs may result in leakage of propane.



CAUTION

Do not operate this fire pit if
the Fire Pan and Lava Rocks are wet!



OPERATION INSTRUCTIONS

Do not sit or stand on this fire pit.

Keep children away during assembly, as this item contains small parts which can be swallowed by children.

Do not use indoors or inside any enclosure.

Retain the assembly instructions for future reference.

Installer – Please leave these instructions with the owner.

For a safe heating experience, perform these checks before each use.

Before Operating:

1. Familiarize yourself with owner's manual to understand all precautions.
2. All components are properly assembled, intact and operable.
3. No alterations have been made.
4. All gas connections are secure and do not leak.
5. Do not operate if wind is 10 mph or above.
6. Unit will operate at reduced efficiency below 40°F/4.44°C.
7. Fire pit is outdoors (outside any enclosure).
8. There is adequate fresh air ventilation. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and gas control which has been under water.
9. Fire pit is away from gasoline or other flammable liquids or vapors.
10. Fire pit is away from windows, air intake openings, sprinklers and other water sources.
11. Combustible material should not be within 96 in. from sides and top of the unit.
12. Fire pit is on a hard and level surface.
13. There are no signs of spiders or insects.
14. All burner passages are clear.
15. All air circulation passages are clear.
16. Children and adults should be alerted to the hazards of high surface temperature and should stay away to avoid burns or clothing ignition.
17. Young children should be carefully supervised when they are in the area of the fire pit.
18. Clothing or other protective material should not be hung from the fire pit, or placed on or near the fire pit.
19. Any guard or other protective device removed for servicing the fire pit must be replaced prior to operating the fire pit.
20. Installation and repair should be done by a qualified service person. The fire pit should be inspected before use and at least annually by a qualified service person.
21. More frequent cleaning may be required as necessary. It is imperative that control compartment, burner and circulating air passageways of the fire pit be kept clean.

After Operation:

1. Gas control is in OFF position.
2. Gas tank valve is OFF.
3. Gas line has been disconnected.
4. After each use, replace cap on gas tank.



CAUTION

Do not operate this fire pit if the Fire Pan and Lava Rocks are wet!



DANGER CARBON MONOXIDE HAZARD

For outdoor use only. Never use inside house, or other unventilated or enclosed areas. This fire pit consumes air (oxygen). Do not use in an unventilated or enclosed areas to avoid endangering your life.



WARNING: VERY HOT WHILE IN OPERATION

Never lean over the fire pit while in use. Do not touch surfaces while the fire pit is in operation. Wait until the fire pit has completely cooled down after use. Failure to comply with these instructions may result in serious bodily injury.

OPERATION INSTRUCTIONS

Caution: Do not attempt to operate until you have read and understand all Safety Information in this manual and all assembly is complete and leak checks have been performed.

Before Turning Gas Supply On:

1. Your fire pit was designed and approved for outdoor use only. Do NOT use it inside a building, garage, or any other enclosed area.
2. Make sure surrounding areas are free of combustible materials, gasoline, and other flammable vapors or liquids.
3. Ensure that there is no obstruction to air ventilation. Be sure all gas connections are tight and there are no leaks.
4. Be sure the cylinder cover is clear of debris. Be sure any component removed during assembly or servicing is replaced and fastened prior to starting.

Before Lighting:

1. Fire pit should be thoroughly inspected before each use, and by a qualified service person at least annually. If relighting a hot fire pit, always wait at least 5 minutes.
2. Inspect the hose assembly for evidence of excessive abrasion, cuts, or wear. Suspected areas should be leak tested. If the hose leaks, it must be replaced prior to operation. Only use the replacement hose assembly specified by manufacturer. The burner must be replaced prior to the appliance being put into operation if it is evident that the burner is damaged. The replacement burner should be specified by manufacturer.

Lighting:

1. Make sure the control knob is in the “OFF” position (Figure A).
2. Fully open LP cylinder valve.

Note: For initial start or after any cylinder change, hold Control Knob IN for 2 minutes to purge air from gas lines before proceeding.

3. Push in gas control knob, turn counterclockwise to “HIGH” (Figure B), and press the RED Ignitor button to light the fire pit. If needed, keep the control knob depressed and continue pressing the RED Ignitor button until the fire pit lights (you should hear a clicking sound).
4. After the fire pit lights, release control knob. To decrease the flame, turn the control knob counterclockwise to “LOW” (Figure C).

Note: If burner fails to remain lit, all valves should be closed and a waiting period of at least 5 minutes should pass before attempting to light.

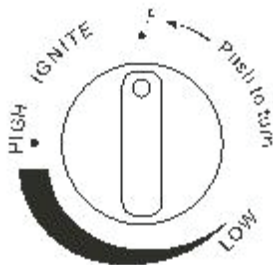


Figure A

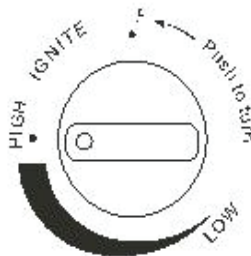


Figure B

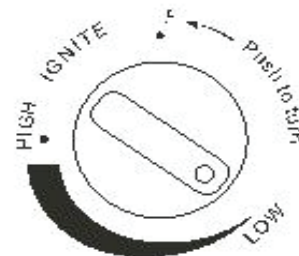


Figure C



**WARNING
FOR YOUR SAFETY**

Be careful when attempting to manually ignite this fire table. Holding in the control knob for more than 10 seconds before igniting the gas will cause a ball of flame upon ignition.



**WARNING
FOR YOUR SAFETY**

Fire pit will be hot after use. Handle with extreme care.

Re-lighting:

1. Turn control knob to “OFF”.
2. Repeat the “Lighting” steps on prior page.

Turn off:

1. To extinguish burner depress control knob and continue to turn it clockwise to “OFF”.
2. Turn cylinder valve clockwise to “OFF” and disconnect regulator when fire table is not in use.

CARE & MAINTENANCE

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



**WARNING
FOR YOUR SAFETY**
Do not touch or move fire pit for at least 45 minutes after use.
Fire pit is hot to the touch.
Allow fire table to cool before touching.

Keep exterior surfaces clean.

1. Use warm soapy water for cleaning. Never use flammable or corrosive cleaning agents.

2. While cleaning your unit, be sure to keep the area around the burner dry at all times. Do not submerge the control valve assembly. If the gas control is submerged in water, do NOT use it. It must be replaced.

- Keep the appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.
- Do not obstruct the flow of combustion and ventilation air.
- Keep the ventilation opening of the cylinder enclosure free and clear from debris.

3. 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.
- Fire pit does NOT reach the desired temperature.
- Fire pit glow is excessively uneven.
- Fire pit makes popping noises.
- Spiders and insects can nest in burner or orifices. This dangerous condition can damage fire pit 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 burner with warm soapy water if any carbon deposits develop.

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 Control Knob OFF.
- Disconnect LP source.
- Store fire pit in an area sheltered from direct contact with inclement weather (such as rain, sleet, hail, snow, dust and debris).
- **Cover fire pit with cover to prevent water from accumulating in the Firebowl Pan and to protect exterior surfaces.**

Note: Wait until fire pit is cool before covering.

During periods of extended inactivity or when transporting:

- Turn Control Knob OFF.
- Disconnect LP source and move to a secure, well-ventilated location outdoors.
- Store fire pit in an area sheltered from direct contact with inclement weather (such as rain, sleet, hail, snow, dust and debris).
- **Cover fire pit with protective cover to prevent water from accumulating in the Firebowl Pan and to protect exterior surfaces.**

- Never leave LP cylinder exposed to direct sunlight or excessive heat.

Note: Wait until fire pit is cool before covering.


Service

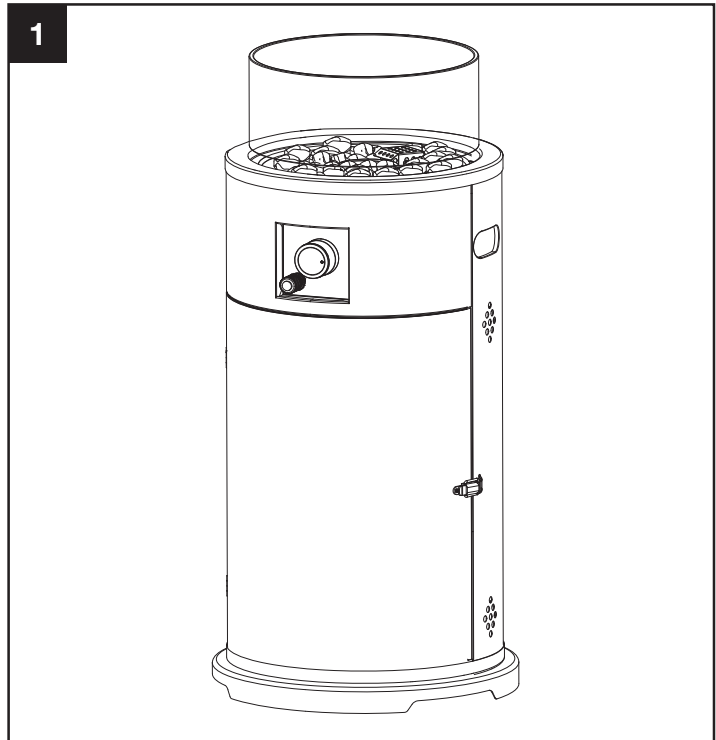

Only a qualified service person should repair gas passages and associated components.

Troubleshooting

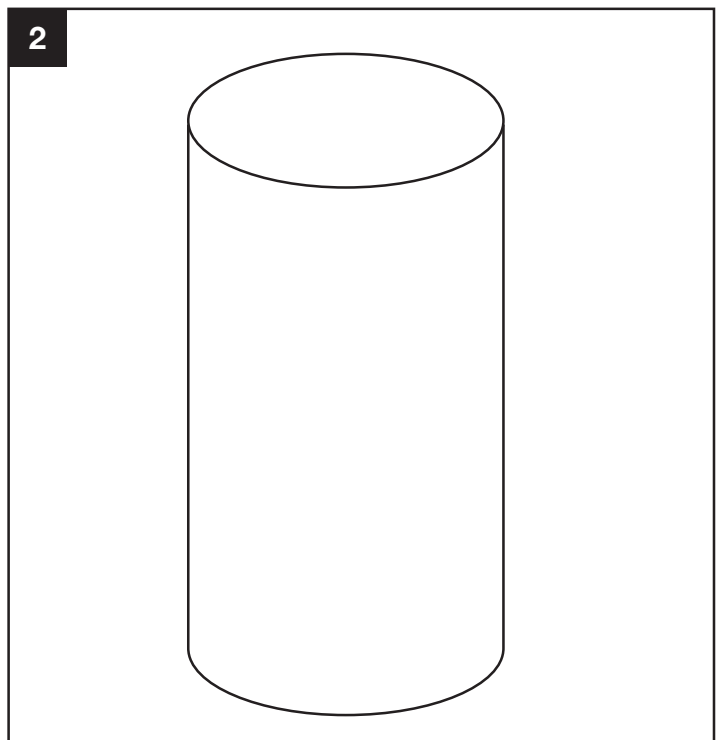
PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Burner won't light	Propane cylinder is empty	Replace propane cylinder
	Blockage in orifice	Clear blockage
	Control knob is not in ON position	Turn control knob to ON
Burner flame is low	Gas pressure is low	Turn cylinder valve OFF and re-fill the cylinder
	Outdoor temperature is less than 40°F	Use a full cylinder
	Control knob is fully on	Check burner and orifices for blockage
Carbon build-up	Dirt or film on burner	Clean burner
Thick black smoke	Blockage in burner	Remove blockage and clean burner inside & outside

STORAGE

 **CAUTION**
Do not operate this fire pit if
the Fire Pan and Lava Rocks are wet!



2. Cover fire pit with protective cover to prevent water from accumulating in the fire pan and to protect exterior surfaces.
Store fire pit in an area sheltered from direct contact with inclement weather (such as rain, sleet, hail, snow, dust and debris).



LIMITED WARRANTY

JAY TRENDS SALES LIMITED ONE (1) YEAR WARRANTY

Jay Trends warrants your new outdoor fire table/ fire pit product will be free from defects in material and workmanship for one (1) year from the date of purchase.

Conditions and Limitations

Jay Trends warrants its products against manufacturing defects to the original purchaser only, and is subject to the following conditions and limitations:

This factory warranty is non-transferable and may not be extended what-so-ever by any of our representatives.

The product must be assembled, maintained, and operated in accordance with the printed instructions accompanying it.

This limited warranty does not cover damages caused by misuse, lack of maintenance, grease fires, hostile environments, accident, alterations, abuse or neglect and parts installed from other manufacturers will nullify this warranty. Discoloration from chemical cleaners or UV exposure is not covered by this warranty.

Any damages to the product due to weather damage, hail, rough handling, damaging chemicals or cleaners will not be the responsibility of Jay Trends.

This limited warranty does not cover any scratches, dents, painted finishes, corrosion or discoloring by heat, abrasive and chemical cleaners, nor chipping on porcelain enamel parts, nor any components used in the installation of the product.

Should deterioration of parts occur to the degree of non-performance (rusted through or burnt through) within the duration of the warranted coverage, a replacement part will be provided.

The bill of sale or copy will be required when making any warranty claims from Jay Trends.

All parts replaced under the Limited One (1) Year Warranty Policy are subject to a single claim.

Jay Trends will not be responsible for the installation, labor, or any other costs related to the re-installation of a warranted part, and such expenses are not covered by this warranty.

Jay Trends reserves the right to have its representative inspect any product or part prior to honoring any warranty claim.

Jay Trends shall not be liable for any transportation charges, labor costs, or export duties.

Replacement Parts

In the event that an item was received missing parts or damaged, either by the manufacturer or in shipping, you may request a replacement part. Replacement parts are not available for all units and only given at Jay Trends' discretion. We will assess any damage and find a solution, which could include ordering and shipping a replacement to you. No replacements are available for discontinued items or repackaged (open box) products. Please call Jay Trends Customer Service at 1-877-387-3639 for replacement parts before returning the damaged item. Please have the following information, which can be found in your instruction manual, ready before you call Customer Service.

1. Model Number or Item # _____ .
2. Serial # _____ & Part # _____ .
3. Shipping Address _____ .
4. A picture of the damaged item/part/unit.
5. Pictures should be sent to custserv@jaytrends.com.
6. Proof of purchase with date _____ .
7. All claims must be received within 30 days of receipt of order.

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Customer Service: 1-877-387-3639 in USA & Canada
custserv@jaytrends.com