



POWER BURNER

VG-20PB



CERTIFIED TO ANSI STD
Z21.58-2022 CSA STD 1.6-2022
Outdoor Cooking Appliance



USE & CARE MANUAL

TO INSTALLER: Leave this manual with the Power Burner.

TO CONSUMER: Keep this manual for future reference.



WARNING

Do NOT store or use gasoline or other flammable liquids or vapors 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.



THIS IS A SAFETY ALERT SYMBOL

When you see this symbol on the fire feature or manual, look for one of the following signal word panels alerting you to the potential for personal injury, death, or major property damage.



WARNING

FOR OUTDOOR USE ONLY. NEVER operate the Power Burner indoors or in any enclosed area. Using it in confined spaces can lead to dangerous carbon monoxide buildup, which can cause serious injury or death. Use in areas where proper ventilation is available.



WARNING

An appliance is considered to be outdoors if installed with shelter no more inclusive than within a partial enclosure that includes an overhead cover and three sidewalls, as long as 30% or more of the horizontal periphery of the enclosure is permanently open. All openings must be permanently open; sliding doors, garage doors, windows, or screened openings are not considered as permanent openings.



CAUTION

IMPROPER USE. Use this equipment only for its intended purpose. Misuse or modification of the equipment may result in injury or damage to the equipment.



DANGER

FIRE OR EXPLOSION HAZARD. If you smell gas:

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



WARNING

Avoid touching any part of the Power Burner while it is HOT. Ensure the Power Burner has cooled down completely before handling to protect yourself from bodily harm.



WARNING

FIRE HAZARD. Maintain a clean area around your Power Burner, ensuring it is free from flammable liquids and other combustible materials like mops, rags, brooms, solvents, cleaning fluids, lighter fluid, and gasoline.



WARNING

NEVER use the Power Burner in windy conditions.

**WARNING**

NEVER leave the Power Burner unattended.

**WARNING**

FIRE OR EXPLOSION HAZARD. If you smell gas: Shut off gas to the appliance and extinguish any open flame. If odor continues, leave the area immediately. After leaving the area, call your gas supplier or Fire Department.

**WARNING**

Do not use lighter fluid in the Power Burner.

**WARNING**

Keep children and pets away from the Power Burner at all times.

**WARNING**

Only a qualified service technician should handle the installation, repairs, or replacement of parts for your Power Burner. If you lack the necessary expertise, please seek the assistance of a qualified professional contractor or technician to ensure proper and safe maintenance.

**WARNING**

BURN HAZARD. The burner grates, and surrounding areas become extremely hot during use and can cause burns. Avoid touching these parts while the Power Burner is operating. Always use a covered/gloved hand when opening the Power Burner. Open it slowly to allow heat and steam to escape safely.

**WARNING**

BURN HAZARD. NEVER lean over an open Power Burner. Keep clothing and other flammable materials away from the grill. Avoid wearing loose-fitting clothes or long sleeves while using the grill, as certain fabrics can be highly flammable. If ignited, they could cause personal injury or death.

**WARNING**

Always have a fire extinguisher nearby.

**WARNING**

Never try to put out a grease fire with water or any other liquids. This could result in personal injury or death.

**WARNING**

NOT SUITABLE FOR USE BY CHILDREN. Only adults who understand the proper operation and safety precautions for the Power Burner should handle it.

**WARNING**

Never use the Power Burner while under the influence of drugs or alcohol.

**WARNING**

Grease is highly flammable. Always allow hot grease to cool down before handling or disposing of it. Failure to do so could lead to fires or burns.

**WARNING**

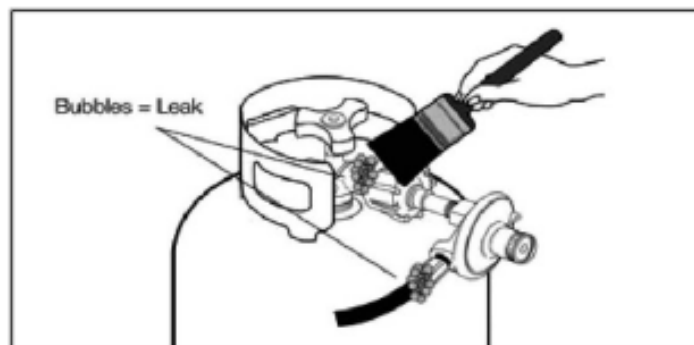
The Power Burner is not intended for installation in or on recreational vehicles, portable trailers, boats, or any other moving installation.

- Finding and/or fixing a gas leak is NOT a “DO-IT-YOURSELF” procedure - ONLY USE A PROFESSIONAL.
- NEVER USE THE POWER BURNER WITHOUT FIRST LEAK TESTING THE GAS CONNECTIONS INCLUDING ALL OF THE VALVES, FITTINGS, LINES ETC. (ALL GAS CONNECTIONS SHOULD BE CHECKED).
- WARNING: DO NOT USE OPEN FLAME TO CHECK FOR LEAKS. USE OF AN OPEN FLAME COULD RESULT IN A FIRE, EXPLOSION AND BODILY HARM.
- DO NOT SMOKE WHILE PERFORMING THE LEAK TEST. Any open flame will ignite the gas.
- Check to ensure that flexible hoses do not have any cuts and wear that may affect the safety before each use. Only the factory supplied hose and regulator must be used. Use only replacement regulator and hose assemblies specified by VIDEL PREMIUM GRILLS.

CHECKING FOR GAS LEAKS:

Perform a leak test before each use. In addition, whenever the gas cylinder is connected to the regulator or whenever any part of the gas system is disconnected or replaced, perform a leak test. As a safety precaution, remember to always leak test your appliance outdoors in a well-ventilated area. Never smoke or permit sources of ignition in the area while doing a leak test. Do not use a flame, such as a lighted match to test for leaks. Use a solution of soapy water.

- Prepare a leak testing solution of soapy water by mixing in a spray bottle one part liquid soap to one part water.
- Make sure all the control knobs are in the OFF position.
- Turn on the gas:
 - On Natural Gas systems, turn the main feed valve to the appliance.
 - On LP systems, turn the cylinder valve knob counter clockwise one turn to open.
- Apply the leak-testing solution by spraying it on joints of the gas delivery system. This includes all valves, pipe connections, joints, lines, and every point from the gas source to the burners.
- Emerging bubbles in the soap solution or and/or if there is a faint gas smell (gas typically has an egg smell) indicates that a leak is present. Do not attempt to ignite the side burner.
- Turn all control knobs back to the full OFF position.



- All gas connections should be made by a Professional qualified technician and in accordance with local codes and Ordinances. 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, or CAN/CGA-B149.1, Natural Gas Installation Code or CAN/CGA-B149.2, Propane Installation Code.
- The outdoor cooking gas appliance and its individual shut-off valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psi (3.5 kPa).
- The outdoor cooking gas appliance must be isolated from the gas supply piping system by closing its individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psi (3.5 kPa).
- Check the rating label attached on the outside of the unit.
- Do not twist the gas supply hose.
- Before each use, visually inspect the gas supply hose for cracks, cuts or excessive wear. Replace the hose if necessary. Check for gas leaks before each use.
- Gas Specifications: A Natural Gas appliance requires natural gas to operate; an LP appliance requires liquid propane gas to operate.
- Never connect the appliance to an unregulated gas supply line. Appliances operated without a regulator are unsafe and will not be serviced until installed properly and safely. Unsafe operation without a gas regulator will void the warranty of the appliance.
- Appliances operated with NG (natural gas) must be installed with the NG regulator supplied with the unit and set to 4.0" water column pressure.
- Appliances operated with LP (liquid propane) gas must be installed with an LP regulator set to 11" water column pressure.
- Please contact your dealer and use a licensed contractor or installer to convert your appliance to the different gas type.
- CHECK TO ENSURE THAT THE GAS SUPPLY HOSE DOES NOT COME IN CONTACT WITH ANY HOT SURFACE, SHARP OR ROUGH EDGES OF THE Side burner OR OUTDOOR KITCHEN CONSTRUCTION. DO NOT KINK THE GAS LINE WHEN INSTALLING.

SAFETY

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IT IS THE RESPONSIBILITY OF THE INSTALLER TO FOLLOW:

- The National Fuel Gas Code, ANSI Z223.1 /NFPA 54, ANSI STD Z21.58,-2022 CSA STD 1.6-2022
- The National Electrical Code, ANSI/NFPA 70

SUPPLY PRESSURE

LIQUID PROPANE SUPPLY PRESSURE:

Minimum: 8" W.C. 1.99 kPa
 Nominal: 11" W.C. 2.73 kPa
 Maximum: 14" W.C. 3.48 kPa

NATURAL GAS SUPPLY PRESSURE:

Minimum: 3.5" W.C. .87 kPa
 Nominal: 7" W.C. 1.74 kPa
 Maximum: 14" W.C. 3.48 kPa

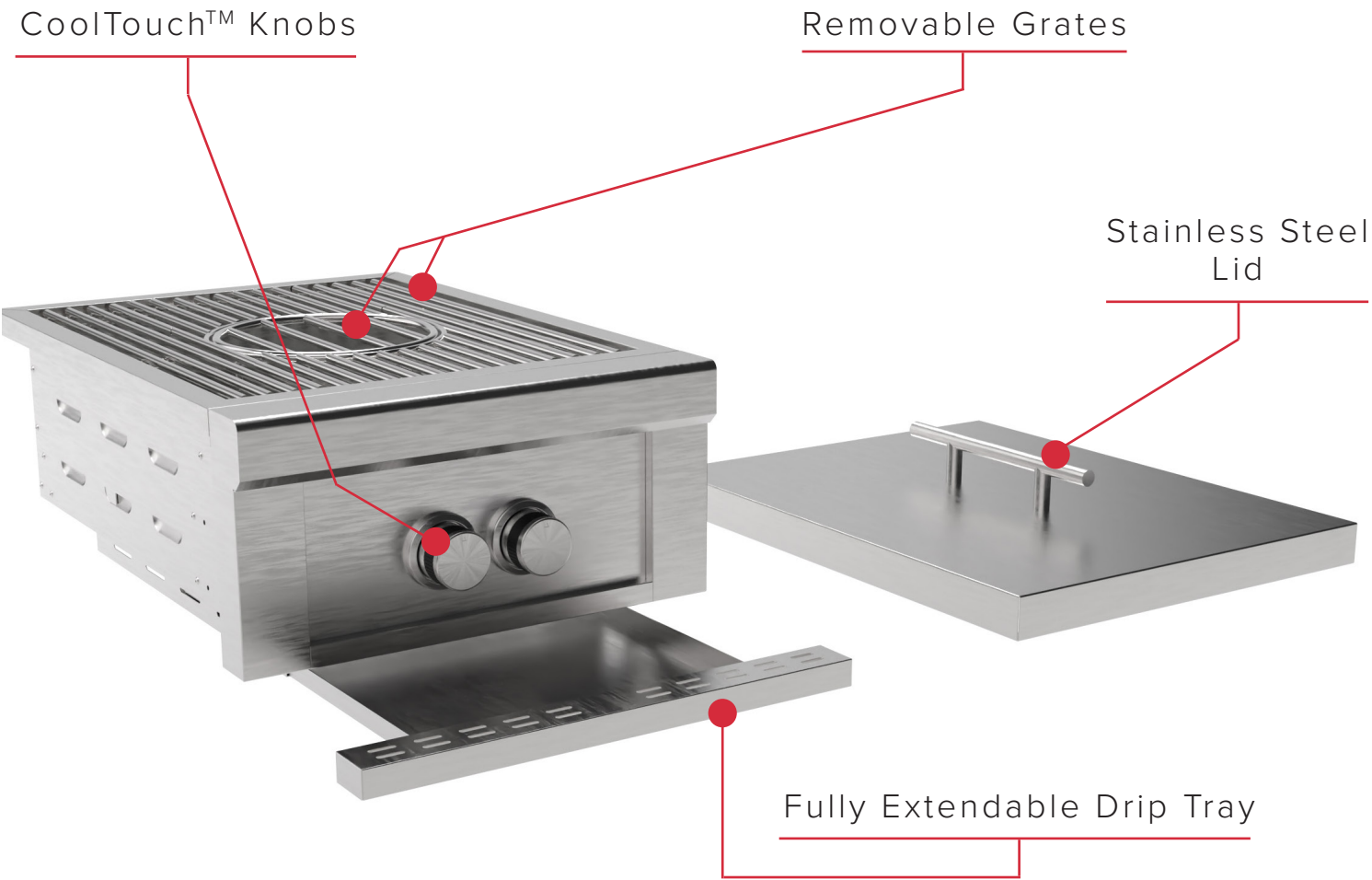


CALIFORNIA PROP 65 WARNING



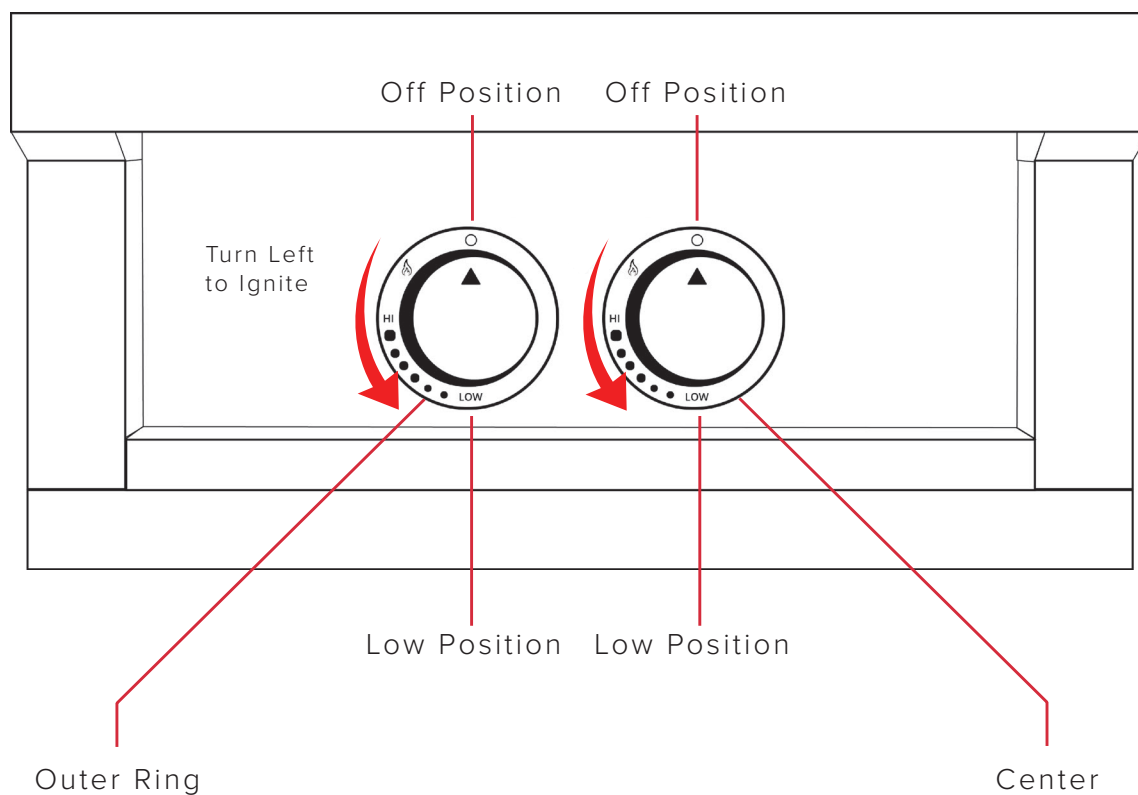
This product can expose you to chemicals including Lead and Lead Compounds, which are known to the state of California to cause cancer, and Carbon Monoxide, Lead and Lead Compounds which are known to the state of California to cause birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

FEATURES & SPECIFICATIONS



SPECIFICATIONS

Product Name	Power Burner
Part Number	VG-20PB
Cooking Area	Total: 297.5 sq. Inches 17" (L) x 17 ^{1/2} " (W)
Material	304 Stainless Steel - Brushed Finish
Dimensions	(H) 9.5" x (W) 19.5" x (D) 22.5"
BTU	Total: 50,000 Inner & Outer Burner: 25,000
Ambient Operating Temperature	Minimum: 20° F / -7° C Maximum: 120° F / 49° C



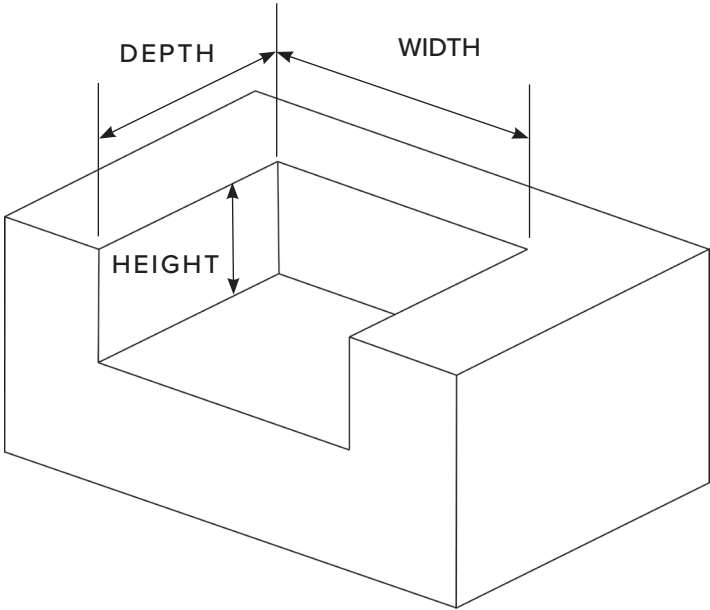
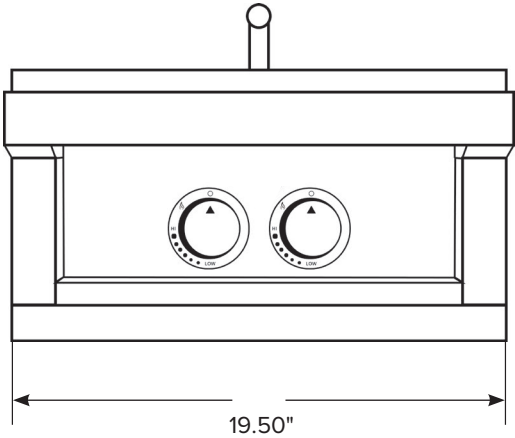
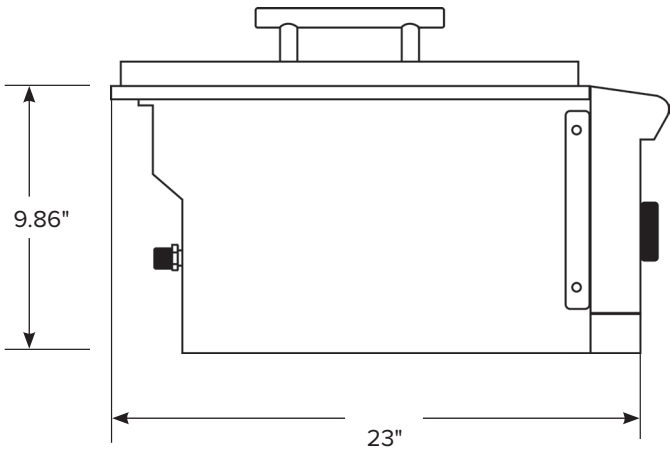
HOW TO IGNITE:

Push and turn the burner control knob to the left. Wait for 3-5 seconds until you hear a “click” to ignite. Always turn to the “OFF” position when finished.

CUTOUT DIMENSIONS

CUTOUT

Height	9"
Width	18.5"
Depth	19.5"



WARNING
FOR OUTDOOR USE ONLY. Do not install the Power Burner into any combustible material.

CLEARANCE REQUIREMENTS

This gas appliance is designed to be used for **OUTDOOR USE ONLY!** Do not position the Power Burner under an overhead surface or in any combustible material.

GENERAL SAFETY REQUIREMENTS

This gas appliance must be installed in accordance with all local and state codes inspected by your local city & fire department. This is not an indoor appliance. **FOR OUTDOOR USE ONLY!** Do not install into any combustible material.

1. If you are going to use **Liquid Propane**, place Air Vents in the bottom of your BBQ Island - Propane is heavy and sits lower to the ground.
2. If you are going to use **Natural Gas**, place Air Vents at the top of your BBQ Island - Natural Gas is lighter and raises.
3. Check all connections for leaks - use soapy water solution and a brush. Never use an open flame to test for gas leaks.
4. When choosing an area for the Power Burner consider exposure to wind, traffic paths, and length of the gas supply line.

CLEARANCE

The minimum clearance from the SIDES and BACK of the Power Burner is 3" for Non-Combustible Material and 16" for Combustible Material.

OVERHEAD STRUCTURE

Any structure built above the gas appliance, like an outdoor patio roof, has to have a minimum of "two" adjacent sides which are open with outside exposure.



WARNING

BODILY INJURY. Failure to maintain required clearances creates a fire hazard that may result in property damage or serious personal injury.



WARNING

This outdoor appliance is not approved to be installed inside any enclosed area or on any recreational vehicles and/or boats.



WARNING

All Vidol Premium Grills appliances must have a minimum of two air-flow vents, either in an elevated position for Natural Gas or Lowered Position for Liquid Propane. Failure to abide may void warranty.



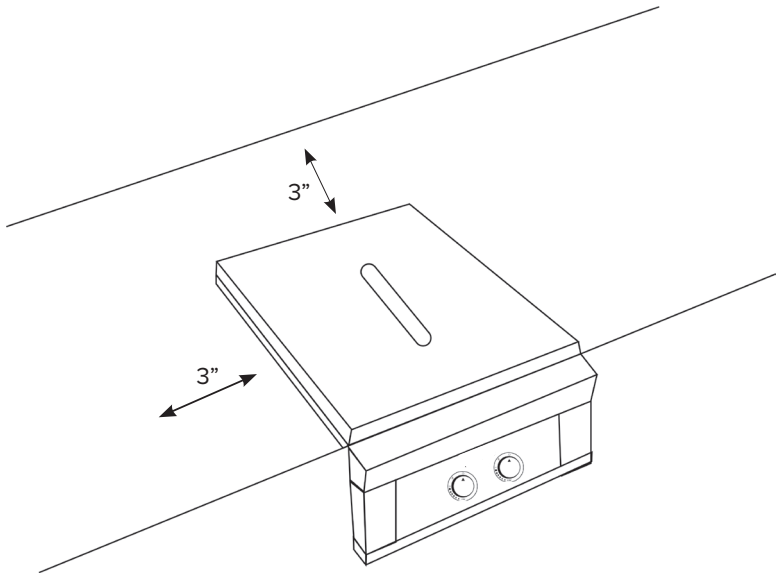
WARNING

Do not seal the Power Burner, Doors, Drawers, Island, or Accessories with Acrylic Polyurethane, Epoxy, or any other sealant. Adding a seal can cause fuel to build up and cause an explosion.

CLEARANCE REQUIREMENTS

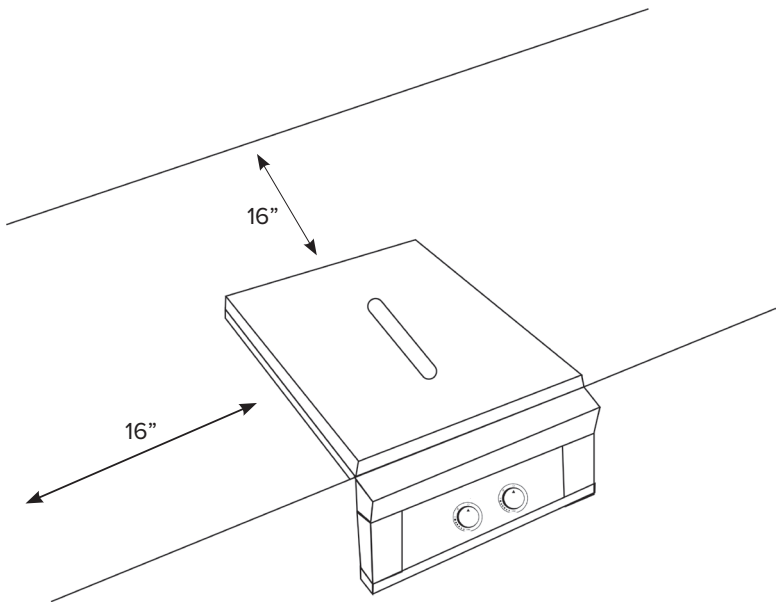
CLEARANCE FROM NON-COMBUSTIBLE MATERIAL

Sides & Back	3"
Overhead	60" (5')



CLEARANCE FROM COMBUSTIBLE MATERIAL

Sides & Back	16"
Overhead	60" (5')

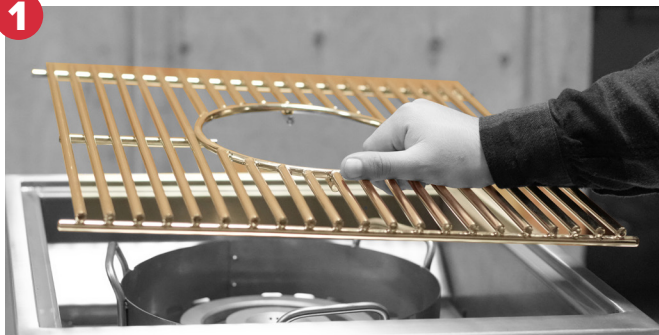


CONVERTING FROM NG TO LP ORIFICE

When Should I Change the NG Orifice to an LP Orifice ?

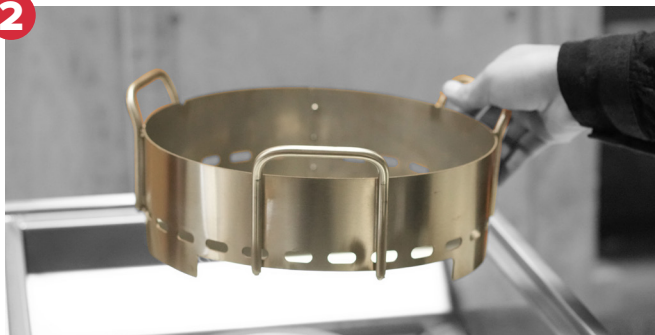
Your Power Burner is set up for natural gas (NG) by default. To use propane, continue with the following steps:

1



Remove Cooking Grates

2



Remove Wok Ring

3



Remove Cotter Pin

Use a pair of needle nose pliers to remove the cotter pin (located on the bottom of the burner) before removing the Burner.

4



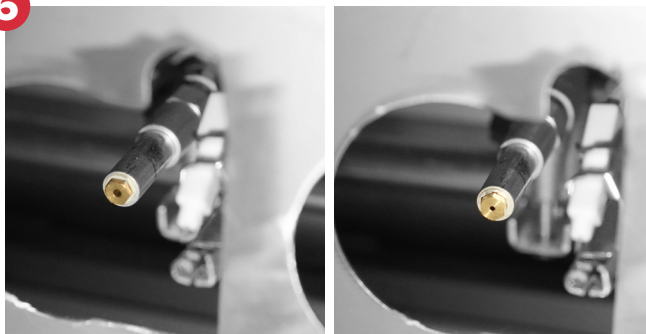
Gently pull and lift the Burner

5



Use a 6mm socket to remove the NG orifice

6



Replace the NG Orifice with your LP Orifice. Then, gently re-tighten

7

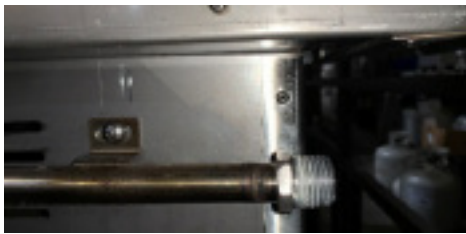


NG
ORIFICE

LP
ORIFICE

Note the difference between the NG and LP Orifice, then reassemble the Wok Ring and Cooking Grates

REPLACING THE ORIFICE ON THE REGULATOR



Step 1:

Locate the manifold pipe (left side below the Power Burner).



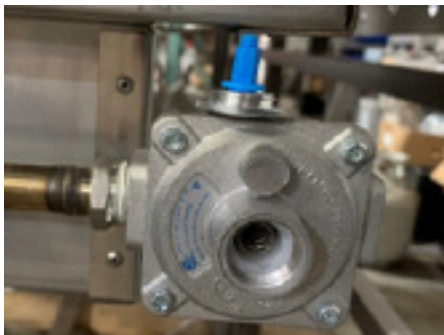
Step 2:

NG gas, attach regulator, note gas flow "IN" - "OUT."

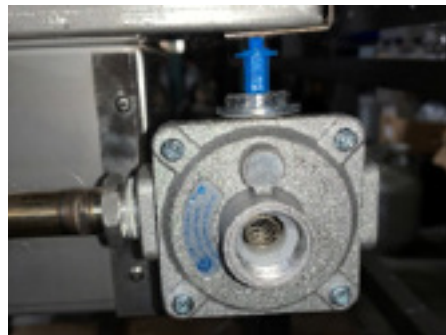


Step 3:

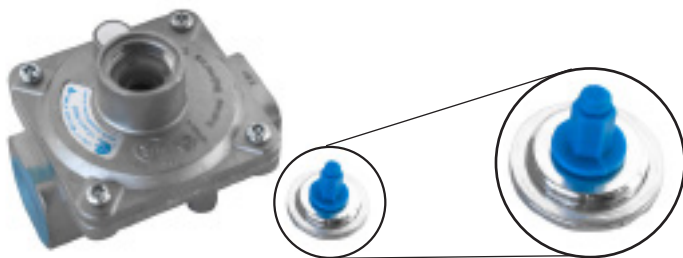
LP gas "Hard Plumbed" conversion. Unscrew regulator cap.



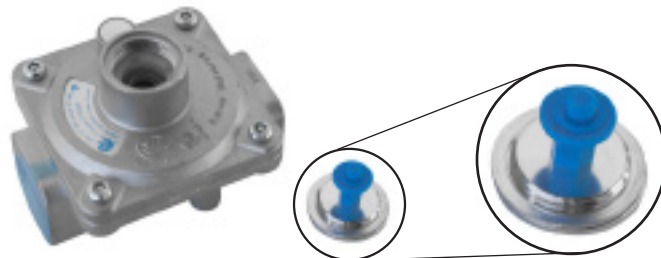
NG Shaft Position



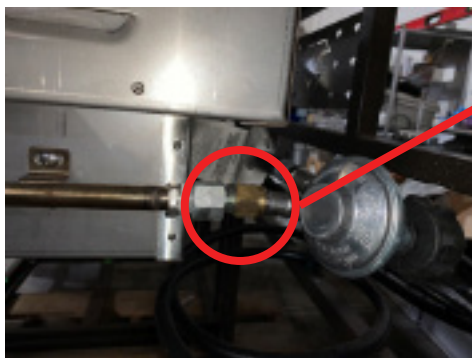
LP Shaft Position



Natural Gas Ready



Propane Ready



LP Hose Regulator Attachment

Attach 1/2" O.D. flare with 1/2" FIP to manifold pipe. Attach regulator hose.

NOTE: Once you have replaced the orifice, mark your rating plate from NG to LP fuel type.

TYPES OF PROPANE TANKS

Propane tanks are mainly used alongside stoves, water heaters, side burners, generators, and welding equipment. These bottles or metal cylinders contain propane, a type of alkaline gas that has been compressed and transformed into liquid form. Transporting, storing, and using propane safely can only be possible if it is held inside tanks or containers. Since propane has various applications, many types of tanks are being used as propane containers. Below are some common examples.

LARGE CAPACITY TANKS

Propane is delivered to your home as a very cold liquid and is pumped into a specially designed storage tank (Fig.A). The liquid changes to gas before it leaves the tank. Propane tanks are typically painted white or silver to reflect heat and prevent the pressure inside the tank from getting too high.

If you have an underground tank, only the cover (Fig.B) will be visible above ground.

1. The cover on top of the tank protects several components from weather and physical damage.
2. The tank shut-off valve, which you can close to stop the flow of propane to your home in case of a leak or other emergency.
3. The regulator, which controls the pressure of the propane gas coming out of the tank.
4. The safety relief valve, which will pop open automatically if the pressure inside the tank gets too high.
5. The valve will close again when the pressure returns to normal.



Propane flows from your tank to your home through pipes, most of which run underground. You may also have a secondary pressure regulator on an outside wall of your home to further adjust gas pressure. A shut-off valve in each pipe can be closed to stop gas flow to an individual appliance. An appliance connector is the final segment in the gas piping system. This specially designed flexible tube is typically two or three feet long, and carries gas from a pipe to the back of an appliance.

MEDIUM CAPACITY TANKS

Any L.P. Gas supply cylinder used with this Power Burner must be approximately 12 inches in diameter and 18 inches high. The maximum fuel capacity is 80% and is approximately 20 pounds of propane. The L.P. Cylinder must have a shut-off valve terminating in a Type 1 L.P. A Type 1 compatible cylinder with a Type 1-cylinder valve has a back-check valve which does not permit gas flow, until a positive seal has been obtained.

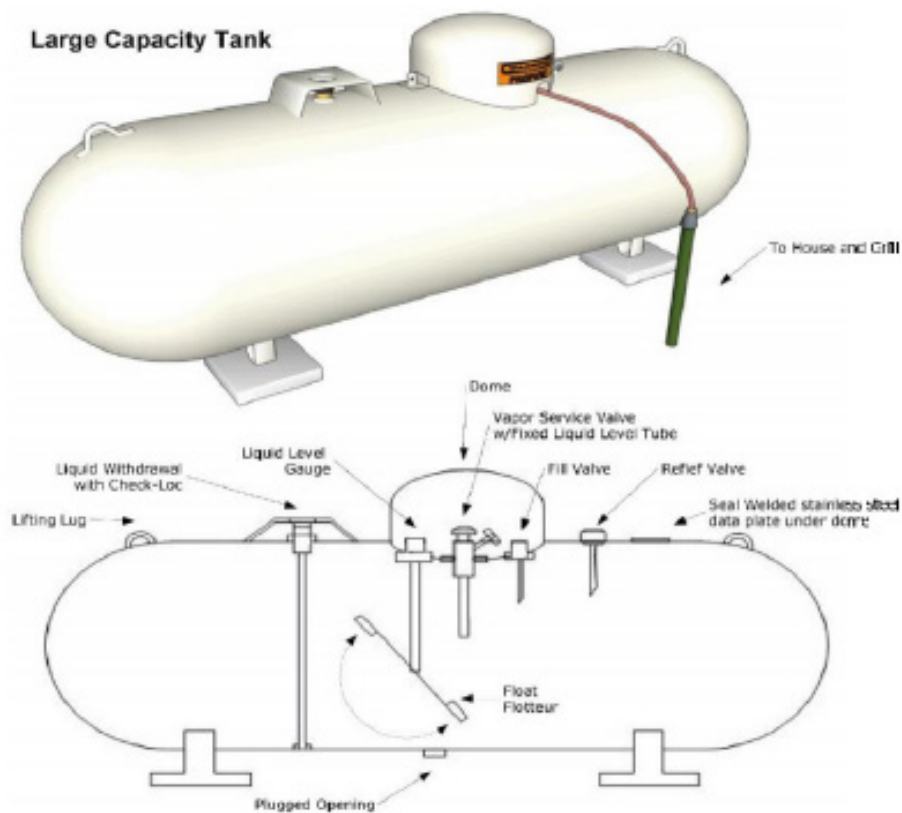
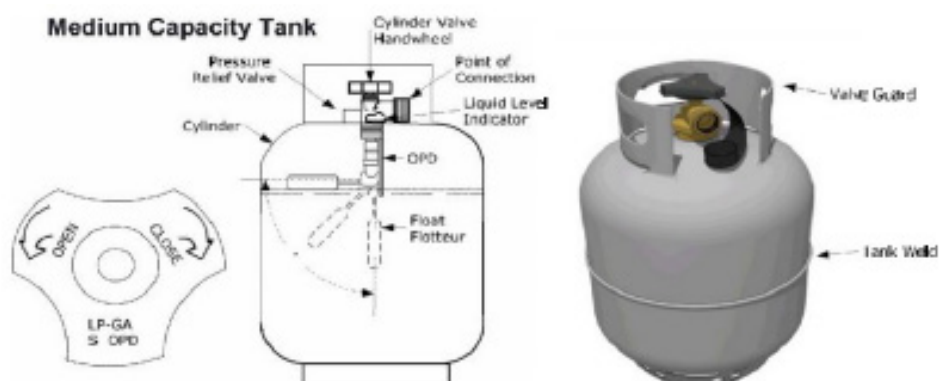


WARNING

If you have a side yard propane tank, you **MUST** also have additional Medium Pressure Regulator located on the Power Burner.

LP TANK FILLING

- Use only licensed and experienced dealers.
- LP dealer must purge tank before filling.
- Dealer should NEVER fill LP tank more than 80% LP tank volume. Volume of propane in tank will vary by temperature.
- A frosty regulator indicates gas overfill. Immediately close LP tank valve and call local LP gas dealer for assistance.
- Do not let liquid propane (LP) gas escape into the air. This is dangerous.
- To remove gas from LP tank, contact an LP dealer or call a local fire department for assistance.
- Search for the nearest certified propane dealers in the telephone directory or online under “Gas companies.”



HOSE AND REGULATOR

The Type 1 connection system has the following features:

- The system will not allow gas to flow until a positive connection has been made.
- **NOTE:** The cylinder control valve must be turned off before any connection is made or removed. The system has a thermal element that will shut off the flow of gas in the event of a fire.
- The system has a flow limiting device which, when activated, will limit the flow of gas to 10 cubic feet per hour.
- Never use the Power Burner without leak testing.

NOTE: Propane vapors are heavier than air. For this reason, they may accumulate in low-lying areas such as basements, crawl spaces, and ditches, or along floors. However, air currents can sometimes carry Propane vapors elsewhere within a building.

LP GAS SUPPLY CONNECTION AND DISCONNECTION

1. The tank valve should be in the “OFF” position. If not, turn the knob clockwise until it stops.
2. Make sure all burner valves are in the “OFF” position.
3. Always connect the gas supply regulator as follows: Insert the regulator inlet into the tank valve and turn the coupling nut clockwise until the coupler tightens up. Do not over tighten the coupler. Turn the main tank valve on and turn the burner control valves on the unit to the “HIGH” position for about 10 seconds to allow the air in the system to purge before attempting to light the burners.

LP TANK DISCONNECTION

1. Turn the burner valves off.
2. Turn the tank valve off (turn clockwise to stop).
3. Detach the regulator assembly from the tank valve by turning the quick coupling nut counterclockwise.

NATURAL GAS SAFETY

Your Power Burner is shipped as a **NATURAL GAS** appliance.

NATURAL GAS INSTALLATION

- It is recommended that your **"ON-OFF"** shutoff valve be installed at the gas supply source.
- When testing for gas leaks, turn off your Power Burner.
- Make sure the factory supplied **REGULATOR** is used on your Power Burner.



GAS CONVERTIBLE REGULATOR:

Your Power Burner comes ready in NATURAL GAS - if you wish to convert your gas type please follow the instructions on pages 13-14.



WARNING

Gas valves are preset at the factory to operate on Propane and Natural Gas. If you wish to convert to a different gas type, be sure to contact your side burner dealer, licensed plumber or authorized service center for further details. Failure to properly convert a unit can cause serious injury to yourself and/or others.



WARNING

Always turn knobs OFF before installing gas lines, or making any connections and disconnections of supply hoses.

PROPANE TANK CONNECTION

NOTE: Before connecting the Power Burner to a gas source, make sure that the control knobs are in the “OFF” position. Verify the type of gas supply to be used, either Natural Gas or LP.

NOTE: The Power Burner is shipped in NG.

All pipe sealants must be an approved type and resistant to the actions of LP gas. Never use pipe sealant on flare fittings. The installation of this appliance must conform with local codes or, in the absence of Local codes, with either 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, or the Standard for Recreational Vehicles, ANSI A 119.2/ NFPA 1192M, and CSA Z240 RV Series, Recreational Vehicle Code, as applicable.

LP TANK REMOVAL, TRANSPORT, AND STORAGE

- Turn off all control knobs and the LP tank valve. Turn coupling nut counterclockwise by hand only - do not use tools to disconnect. Lift LP tank wire upward off LP tank collar, then lift LP tank up and off of support bracket. Install safety cap onto LP tank valve. Always use cap and strap supplied with valve. Failure to use safety cap as directed may result in serious personal injury and/or property damage.
- A disconnected LP tank in storage or being transported must have a safety cap installed. Do not store an LP tank in enclosed spaces such as a carport, garage, porch, covered patio or other buildings. Never leave a LP tank inside a vehicle which may become overheated by the sun.
- The cylinder must be arranged for vapor withdrawal. It must also include a collar to protect the cylinder valve. A safety relief device having direct communication with the vapor space of cylinder must be provided. This will expel high pressure gas if the cylinder is overfilled or overheated which could result in fire or explosion.
- All L.P. Gas cylinders used with this appliance shall be constructed and marked in accordance with the specifications for L.P. Gas cylinders of the U. S. Department of Transportation (DOT) or the National Standard of Canada, CAN/CSA-B339, Cylinders, Spheres and Tubes for Transportation of Dangerous Goods; and Commission, as applicable; and shall be provided with a listed overfilling prevention device.
- Read labels on the L.P. Gas Supply Cylinder.
- New cylinders are always shipped empty for safety.
- Allow only qualified L.P. Gas dealers to fill or repair your L.P. Gas supply cylinder.
- Inform the gas dealer if it is a new or used cylinder to be filled.
- After filling, have the gas dealer check for leaks and to see that the relief valve remains free to function.

POWER BURNER START UP

DO NOT use indoors - this gas appliance is intended to be used for OUTDOOR USE ONLY! Your surroundings should be kept clean and free from flammable combustible materials.

1. Remove the stainless steel lid/cover, and make sure the gas supply is on.
2. Push the burner knob in and slowly rotate counter-clockwise to the high position.
3. You will hear a loud click as the electronic lighter produces a spark. Listen for the sound of the gas igniting. If the burner does not light on the first try, repeat immediately.
4. If the burner does not light in 5 seconds then wait five minutes until the gas clears before attempting to light it again. repeat the procedure or try the manual lighting procedure below.
5. Upon successful lighting, repeat the process on the other burner you wish to light.
6. To shut off the burners, rotate the knob and turn to the OFF position.
7. It is normal to hear a popping sound when the burners are turned off.

POWER BURNER START UP (MATCH LIT)

1. Make sure the gas supply is on.
2. Push the burner knob in and slowly rotate counter-clockwise to the high position.
3. Insert a Match or BBQ lighter through the grates and near the top of the burner.

NOTE: Once you see a flame you can release the knob.

4. If the burner does not light in 5 seconds then wait five minutes until the gas clears before attempting to light it again. Repeat the procedure or try the manual lighting procedure below.

SHUTTING DOWN THE POWER BURNER

1. To shut off the burners, rotate the knob and turn to OFF.
2. It is normal to hear a popping sound when the burners are turned off.



KNOB POSITION:
OFF



KNOB POSITION:
HIGH FLAME



KNOB POSITION:
LOW FLAME

CLEANING THE POWER BURNER

When cleaning the Power Burner, use a nonabrasive stainless steel cleaner and apply with a soft-lint-free cloth. To bring out the natural luster, lightly wipe the surface with a water-dampened microfiber cloth followed by a dry polishing chamois. Always follow the grain of stainless steel. Baked-on residue can be removed using a mild abrasive pad with stainless steel cleaner. Do not use steel wool. It is normal for certain areas of the stainless steel to discolor due to intense heat given off by the burners.

CLEANING BURNERS

Burners are made of heavy gauge stainless steel and can be cleaned using a bristle brush, warm water and soap. Check every port hole for clogs. Use a wire pin to clean out clogged ports. Make sure the burner is dry before installing it back to the Power Burner.

DRIP TRAY

Clean the drip tray after each use. Failure to do so could result in a fire. Once the appliance has cooled completely, remove the tray by pulling it all the way out until it comes free. Clean the tray with hot soapy water and reinstall the tray ensuring that it is completely inside the Power Burner housing.

INSECT CLEANING

Spiders and other insects can nest in the burner, which causes the gas to flow from the front of the burner. This can cause a fire behind the valve panel, damaging the Power Burner and making the burners unsafe to operate. Inspect the burners once a year.

NOTE:

Always wait until your appliance is completely cool before cleaning. You should clean your appliance after each use to maintain the overall appearance over the life of your appliance. After the first use, it is normal for your appliance to become discolored in certain areas from the heat produced by the burners.

CORRECT FLAME COLOR:

Flames should be blue and stable with no yellow tips, excessive noise, or lifting. If any of these conditions exist, check if the air adjustment or burner ports are blocked by dirt, debris, or spider webs. If needed, proceed with air adjustment screw. The amount of air which enters a burner is governed by an adjustable bolt in the inlet. It is locked in place by a set screw which must be loosened prior to lighting the burner for adjustment.

TROUBLESHOOTING

PROBLEM	SOLUTION
Burner does not light.	1. Push the knob in and verify that the igniter sparks. If the igniter does not spark, verify that you have proper gas supply.
	2. Check to see if you can match-light the burner.
	3. Check to see if the second burner operates.
	NOTE: It is normal to hear a popping sound when the burners are first turned on.
The burner flame is yellow and there's a gas smell.	1. Check the burner ring(s) for any obstructions (insects, debris, etc.).
	2. Check for a gas leak.
Low heat is generated when knob is in the "HIGH FLAME" position.	1. Determine if the issue affects just one burner.
	2. If it's isolated to one burner, clean the orifice and burner to remove any blockages from the ports.
	3. If you're using LP gas, ensure that the tank isn't empty.
Too much heat.	1. Look for a damaged or missing orifice.
	2. Look for unauthorized regulator adjustments.
	3. Clean excess grease on burners and drip tray.
Burner blows out.	1. Look for any burner defects.
	2. Check for proper burner installation.
	3. Check for sufficient gas supply.
	4. Check if propane tank is empty.
	5. Check if the Power Burner's location is subject to high winds.



VIDEL GRILLS
POWER BURNER - WARRANTY INFORMATION

VIDEL GRILLS offers a warranty on our grills, griddles, burners, and fire tables to the original purchaser with proof of purchase. Our products are guaranteed to be free from defects in both workmanship and materials for the specified periods below. This warranty is not applicable to grills used in commercial or rental applications. Any issues related to rust, corrosion, oxidation, or discoloration due to moisture or overheating are not covered under this warranty, unless such issues render the affected component inoperable. Additionally, this warranty does not include labor or labor-related charges. If warranty parts need to be shipped, customers will be responsible for any associated shipping and handling fees. Thank you for choosing Videl Grills.

ONE-YEAR WARRANTY:

VIDEL GRILLS provides a ONE-YEAR WARRANTY on Power Burner components, including the gas valve, knob, and cover against any defects in materials and workmanship during normal residential use from the original purchase date. This warranty does not cover damages or malfunctions resulting from neglect, misuse, alterations, accidents, or improper installation, maintenance, or repairs.

TWO-YEAR WARRANTY:

VIDEL GRILLS offers a TWO-YEAR WARRANTY on Power Burner components, including the Burner, Regulator, Grate, Bezel, and Fire Box. This warranty covers defects in materials and workmanship during normal residential use from the original purchase date. In case of any faulty parts, we will repair or replace them at no charge to the customer, except for expenses related to labor and freight. It is important to note that this warranty does not cover damages or malfunctions resulting from neglect, misuse, alterations, accidents, or improper installation, maintenance, or repairs.

LIMITATIONS & EXCLUSIONS:

This warranty applies to Power Burners purchased and located in the United States and Canada. Coverage begins on the original purchase date and is valid only for the original purchaser. It does not cover grills used in commercial or rental applications, and is intended for residential use only.

To activate the warranty, customers must register the product online at:

www.videlgrills.com/warranty-and-policies/

Please note that this warranty does not cover damages resulting from negligence, alteration, misuse, abuse, accidents, natural disasters, loss of electrical power, improper installation or operation, unauthorized adjustments or calibrations, dings, dents, scratches, or damages caused by harsh cleaning chemicals. The warranty is not valid for commercial use or for products with altered or removed serial numbers. VIDEL GRILLS will not be liable for any incidental, consequential, special, or contingent damages arising from the breach of this written warranty or any implied warranty.

WARRANTY CLAIM PROCEDURE:

Please contact VIDEL GRILLS Warranty Service Center for factory direct assistance. We are open Monday-Friday 7am-5pm (PST)

Phone Number: (909) 460-5579

Email: support@videlgrills.com

Power Burner - Warranty Information

1-YEAR WARRANTY	2-YEAR WARRANTY
Gas Valve Cover Knob	Burner Regulator Grates Bezel



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701 S DUPONT AVE
ONTARIO, CA 91761
(909) 460 - 5579

VidelGrills.com

