

Fireplace Solutions, Inc. Customer Care FAQs

How do I light the pilot on my gas fireplace?

If available, follow the instructions in your fireplace manual. However, the following procedure can be followed for most gas fireplaces.

Step 1: Locate the gas supply valve which is typically behind the bottom louvers or a panel door. The valve may be red or blue.

Step 2: Make sure the valve is in the open position by checking to see if the handle is parallel to the gas line.

Step 3: Locate the red or black igniter button. Then, using a flashlight, visually locate the pilot assembly by looking through the glass between or under the logs. Once you think you have located pilot assembly push in the igniter button to verify spark at the pilot.

Step 4: Locate the black or green valve control knob. It will have the words "ON", "OFF" and "PILOT" written on it. Push in the knob and rotate it counter-clockwise until the word "PILOT" is lined up with the arrow or dot next to the valve.

Step 5: Press and hold in the valve control knob in the "PILOT" position. It should press in about ¼ inch. At the same time, press the red piezo button repeatedly (once per second - 5 times) until the pilot ignites. Once lit, it is very important to continue pushing the control knob in for 45 seconds. If the pilot does not light after pushing the igniter button 5 times, continue holding the control knob in for 20 seconds and try the igniter again. [If the pilot lights, then goes out after releasing the control knob, wait 20 seconds and repeat this step. If the pilot continues to go out, shut off the gas supply valve and contact Fireplace Solutions for service.]

Step 6: Important: Make sure your "On/Off" switch, wall switch or remote control is in the "Off" position.

Step 7: If the pilot remains lit, press the valve control knob in slightly, then rotate it to line up the word "ON" with the arrow or dot.

Step 8: Look to see if there is a small black rocker switch near the valve control knob that has the words "ON", "OFF" & R/S on it. If so, put it in the "ON" position to light the fireplace. If you have a Wall Switch or Remote Control, put the switch in the R/S (Remote Switch) position. Turn your wall switch or remote control to the "ON" position to start your fire.

How do I light the pilot on my Gas Log Set?

GOLDEN BLOUNT VERSION

Note: If you have a vented gas log set, ensure that your flue is in the fully open position before lighting your gas log set.

A. Before lighting, smell all around the gas log set area for gas. Be sure to smell low near the floor because some gas is heavier than air and will settle on the floor.

If you smell gas, do not try to light any appliance or touch any electrical switch. Do not use a telephone in the house. Immediately call your gas supplier and follow the supplier's instructions. If you can not reach your gas supplier, call the fire department.

B. If you do not smell gas, proceed with instructions:

Important: Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, do not try to repair it. Call Fireplace Solutions for service. Force or attempted repair may result in fire or explosion.

Step 1: Using a flashlight, locate the control valve which is typically on the right side of your log set with a black protective heat cover over it. Lift up and remove the protective heat cover housing.

Step 2: Push in the gas control knob slightly and turn it clockwise to "Off". [Note: The knob cannot be turned from "Pilot" to "Off" unless the knob is pushed in slightly. Do not force.]

Step 3: Wait 5 minutes to clear out any gas from the burn area. If you then smell gas, STOP! Follow instruction in A. above. If you do not smell gas, continue to the next Step.

Step 4: Using a flashlight find the Pilot assembly on the right side of the burner pan, usually just left of the gas control valve. If necessary, follow the metal tube from the gas control valve to the pilot assembly.

Step 5: Turn the knob on the gas control counterclockwise to "Pilot".

Step 6: Push in the control knob all the way and hold it in. Immediately light the pilot with a long match or long lighter.

Step 7: Important: Continue to hold the control knob in for one minute after the pilot is lit. When you release the knob, it will pop back out. [If the knob does not pop out when released, call Fireplace Solutions for service.] The Pilot should then remain lit. If it goes out, repeat Steps 6-7. If it will not stay lit after several tries, turn the gas control knob to "Off" and call Fireplace Solutions for service.

Step 8: Important: Make sure your log set's "on/off" switch, wall switch or remote control is turned to the "Off" position so your burner will not ignite when moving the control knob to the "On" position.

Step 9: Make sure your head is out of the fireplace in case the burner ignites, then reach in and turn the gas control knob counterclockwise to the "On" position.

Step 10: Replace the protective heat cover housing over the control valve.

Step 11: Use your On/Off switch, wall switch or remote control to light the gas logs.

How do I turn off my gas log set?

GOLDEN BLOUNT VERSION

Step 1: Turn it off using your On/Off switch, wall switch or remote control. If the log set will not turn off continue to step 2. [Note: If you are using a remote control, you may need new batteries.]

Step 2: Using a flashlight, locate the control valve which is typically on the right side of your log set with a black protective heat cover over it. Lift up and remove the protective heat cover housing.

Step 3: Move the control knob from the "On" position to the "Pilot" position by turning the control knob clockwise. The log set will extinguish and the pilot will remain lit.

Important: Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it. Call Fireplace Solutions for service. Force or attempted repair may result in fire or explosion.

Step 4: If complete shutdown is desired, from the "Pilot" position, push in the control knob slightly and turn clockwise to the "Off" position. Do not force the knob.

What is the recommended burn-in procedure for a new gas fireplace?

When initially burning your new gas fireplace, the oils, etc. from manufacturing will burn off the fireplace. It is recommended that you burn the fireplace for 3 hours, then turn it completely off and let it cool down. If necessary, open a window to release any smoke and odors during this process. After 3 hours of burn time, the glass panel should be cleaned. When the glass is cool to the touch, it can safely be removed and cleaned. **See [FAQ #7. How do I clean the glass on my gas fireplace.](#)** Once the glass is cleaned and replaced, re-light the pilot and burn the fireplace for an additional 8-12 hours. This process should eliminate the manufacturing smell on your new fireplace.

Why do I have an odor in my gas fireplace?

If your fireplace is new, see **[FAQ #4. What is the recommended burn-in procedure for a new gas fireplace.](#)** If your fireplace is not new, an odor can be caused by dust or by items sitting on your mantel. When your unit is cool to the touch, use a brush or soft cloth to clean behind the upper and lower louvers. If the odor persists, remove all objects from your mantel and then replace them one at a time to determine if the odor is coming from one of the objects.

How often should I clean the glass on my gas fireplace?

Your glass should be cleaned after the first 3 hours of burn time. Failure to do so can cause permanent etching of your glass. After the initial cleaning, your glass can be cleaned as often as necessary.

How do I clean the glass on my gas fireplace?

- 1) Make sure your glass is cool to the touch. It is also recommended that your pilot is turned off before you begin to clean the glass.
 - 2) Remove the front face or louvers of your fireplace.
 - 3) Follow the instructions in your manual to carefully remove the glass assembly. Lay it on a soft surface.
 - 4) Using a **soft cloth**, clean both sides of the glass with a household glass cleaner. **Do not use a product with ammonia or any abrasive cloth or cleaner to clean your glass.** The glass can shatter if it is scratched. For heavy deposits, use a hard water deposit glass cleaner, such as Stove Bright Glass Cleaner.
 - 5) Follow the instructions in your manual to carefully replace the glass on the front of the fireplace. Make sure you re-latch the glass so it is securely fastened on your fireplace.
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Why do I have blue flames?

This is normal in the first few minutes of operation. If the flames are still blue after the fireplace is allowed to burn continuously for 30 minutes, contact Fireplace Solutions for service.

How do I control the blower on the fan?

The fan control can be found behind the lower louver of the fireplace or on a wall switch with the rheostat control (like a light dimmer). The fan control turns the blower on and off and allows you to adjust its speed. In addition, the blower is hooked up to a heat sensor, so that it only operates within a predetermined temperature range. As the fireplace heats up to 120°, the fan automatically turns on. When the fireplace cools down to 90°, the fan will shut off.

Can I install a blower or fan after the fireplace has been installed?

If your gas fireplace has louvers or grills on the front, we can install a fan kit as long as there is electricity running to the junction box underneath the fireplace. To determine if there is electricity, you can test it by plugging a lamp into the junction box and switching it on. If the lamp does not turn on, make sure the circuit breaker is not tripped. If there is no electricity to the junction box, you will have to run electric to the fireplace before Fireplace Solutions can install a fan kit.

Why doesn't the blower turn on immediately when I switch on the fan?

Most fans are wired into the fireplace with a fan sensor switch. The switch activates the blower when the firebox heats up to a certain temperature. It will also automatically turn the blower off when the fireplace is turned off and the unit cools to a certain temperature. This sensor is provided so cold air is not circulated in your home.

Is it normal for the glass on my fireplace to get extremely hot?

Yes. The glass on a gas fireplace can reach a very high temperature. Make sure that children are carefully supervised while in the same room as your fireplace and alert everyone in your household to the hazards of high temperatures. Make sure to keep clothing, furniture, draperies and other combustibles away from your fireplace. For safety, you can purchase a barrier, such as a screen, to place in front of your direct vent glass to help reduce the risk of burn from touching the glass. These screens are available from Fireplace Solutions.

Is it normal for the mantel on my fireplace to be hot to the touch?

Direct vent gas fireplaces are designed principally for their aesthetic value, but they also produce as much heat output as possible, within ANSI and UL standards for combustible temperatures. The allowable standard for combustibles is 117°F above room temperature. Since the average room temperature is 70-75°F, a 187-192°F surface temperature can be expected. On a solid surface, such as a mantel, 150°F is very hot to the touch.

Why do I feel a cold draft coming from my fireplace?

There are several possible causes. 1) The primary cause of cold air infiltration is the area where the gas line enters your fireplace. You can stuff fiberglass or foil tape insulation in the hole to prevent the cold air from coming in. 2) Make sure your glass panel is clamped on tightly. To check this, remove the front of your fireplace and while holding the glass in one hand, with your other hand make sure the clamps and screws at the top, bottom, and at all corners of the fireplace are secure. 3) Another possible source of cold air is inadequate insulation in the chase area or "doghouse". Contact your builder or fireplace installer for information on insulation.

Can I remove the glass panel on my gas fireplace?

If your direct vent fireplace was purchased with a glass panel on the front, it should not be removed. These units are sealed combustion systems and need the glass to ensure they function properly. You can purchase an optional screen mesh panel from Fireplace Solutions that can be installed in front of the glass to minimize any reflection. A mesh panel also functions as a safety barrier against accidental contact with the hot glass panel. If you would like a gas fireplace with a removable glass panel, please contact a Fireplace Solutions sales representative.

Would I get more heat from my direct vent gas fireplace without the glass panel?

No. The glass panel keeps warm room air, which your furnace has already heated, from going up your fireplace flue. Direct vent fireplaces are excellent sources of zone heating by bringing room air in the bottom grill, then heating and returning it to the room through the top grill.

Are gas fireplaces expensive to operate?

Cost will vary by region, by gas utility, and by fuel type. Based on national averages, a burning natural gas fireplace consumes approximately 27,000 BTU's per hour and will cost less than 40 cents per hour to operate. LP units run slightly higher. Your monthly gas bill should include the exact cost per therm (100,000 BTU's). Based on this rate and the BTU input listed on the rating plate on your unit, you can calculate the cost to operate your fireplace.

Should I have my fireplace periodically inspected?

Yes. Although the frequency of servicing and maintenance will depend on use and the type of installation, we recommend an annual inspection by a qualified service technician to ensure that your unit is functioning properly.

Can I install a gas fireplace or insert myself?

A licensed contractor or plumber should install your gas line. We recommend that our products be installed and serviced by our well-trained installers to ensure that the installation is done in accordance with building codes and the unit's installation specifications.

Can I shut my pilot light off in the summer?

If you live in a climate that is high in humidity, it is not recommended because the pilot helps keep moisture from inside the firebox. Otherwise, you can turn the pilot off when you won't be using your unit for an extended period of time.

What can I do to reduce the noise from my fan?

You can turn the fan control down to reduce the air noise from your fan. The fan control is located behind the lower louver of the fireplace or on a wall switch with a rheostat control (like a light dimmer).

Can I operate my fireplace without using the fan?

Yes.