



Gas Fireplace FAQs

What are the warning signs that my unit needs to be serviced?

- If you ever smell gas
- White film or soot on glass
- Foul or odd smell coming from fireplace
- Soot on logs or anywhere else
- Slow or no ignition when turned on
- Pilot won't light or stay lit
- Unit turns on or off by itself
- Unit has no service records or history

How often do I have to clean and service my gas fireplace?

Most all manufactures require a qualified service technician to perform an annual inspection and service. The best time to have your fireplace serviced is in the late summer or very early fall so that it will be ready when you need it.

My fireplace produces a strange smell when burned. Why?

Your gas fireplace may have a build up of dust and debris inside the top and in the heat exchanger area behind the upper and lower louvers. Another source of odor can be the type of unit you have. A vent free fireplace will burn anything that is in the air inside you home (hairspray, cleaning sprays, WD40, air fresheners, painting, staining, new carpet etc.) causing unpleasant odors and fumes. A third source of odor can be from the dirt and sawdust on top of the unit inside the wall left behind by the builder or installer or adhesives used when the unit was installed.

How can I find the model number?

Gas burning fireplaces and inserts have a serial/model/rating plate or sticker in the lower cavity control area. Gas stoves have a serial/model/rating plate attached to the back of the stove or inside the pedestal base. Gas log sets have a plate chained to the grate or stamped information on the grate.

Can I change the look of my fireplace?

In many cases a gas fireplace has several facing and trim options offered by the manufacturer.

Can I shut the pilot off in the summer?

Yes, you can turn the pilot off when you won't be using your appliance for an extended period of time. NOTE: It's not recommended in climates that are high in humidity due to condensation and oxidation.

Will my gas unit still burn if I lose electricity?

If your model has a standing pilot light or a patented IPI System, which works on a battery back up of 2 D cell batteries, it will work in the event of a power outage. You may need to install batteries for operation. If you have a fan option, it will not work without power, but the appliance itself will burn and provide heat. If you have a remote control, you may need to operate the appliance with the ON/Off switch in the control area of the appliance.

Why am I feeling a cold draft from my fireplace?

The most common cause of cold drafts is the lack of insulation and sheeting inside the fireplace chase. When the chase is built for the fireplace it needs to be insulated and sheeted as though it is a part of the room. If this was not done, you will have cold air infiltration under and around the fireplace. This problem is *not* easily corrected because it requires removal of the fireplace.

Why is the glass on my fireplace unusually hot?

The glass on a gas fireplace WILL reach very high temperatures. USE CAUTION: Carefully SUPERVISE children and pets in the same room as your appliance; alert everyone to the hazards of high temperatures; DO NOT operate with protective barriers removed; keep clothing, furniture, draperies and other combustibles a minimum of 24 inches away. Barriers such as screens over the glass will reduce the risk of burn from touching the glass. Decorative screen fronts are usually available as an accessory from the manufacturer or there are many after-market options to choose from.

Can I add fan kit or remote control to my fireplace?

Many gas fireplace models that have louvers or grills on the front can have a fan kit added. You will want to make sure that electricity is run to the junction box underneath the fireplace first, before ordering & installing a fan kit. Most gas fireplaces are remote ready, check the owners manual for options available for your unit. Fan kits and remote controls can be purchased and installed by our service technicians.

Why is my gas appliance collecting black soot?

Soot build-up is caused by incomplete combustion, i.e. flames coming in contact with a surface, cooling the flame, and preventing proper combustion. Soot can be caused by blocked burner tubes or improperly placed logs or many other issues. Soot is not a part of normal gas fireplace operation. Should you notice any build-up of soot, turn the unit off and call for an appointment.

The only exception is for decorative/vented gas logs. Decorative/vented gas logs will produce some soot on the logs and inside the fireplace as a normal part of it's operation.

