



Think Outside...

FREQUENTLY ASKED QUESTIONS



Crystal Fire Campfire

“A cozy Campfire right in your own backyard”

Where can I use my campfire?

The Crystal Fire campfire is UL listed and safety tested for Outdoor - decks, patios and carpeted patios.

Can I roast marshmallows on my campfire?

Yes, but make sure that combustible items do not end up on the burner top.

Are there different looks for the campfire?

We have a variety of surrounds (currently 9ea) that allow you to create the look you want and use the Crystal Fire burner system. There are even Kits if you choose to make your own surround!

What type of Glass is used on the Crystal Fire?

The glass used is a Heat-Tempered-Tumbled Glass, [Do Not use any other types as normal glass will melt!] There are 4 Different, color choices of after-market glass options available: Black, Gold, Pacific Blue, and Azuria

Is the campfire easy to move?

It is light enough to move around your yard, but heavy enough to stay put during Inclement weather.

Will the campfire emit smoke and ashes?

No!

How many BTUs per hour are used?

With natural gas, 75,000 BTUs are used per hour. With LP gas, 60,000 BTUs are used per hour.

What is the diameter size of the Crystal Fire Burner?

The Diameter is approximately 20”

How long will it burn on a 20 lb tank?

Typically you can operate for an average of 8-11 hours based upon level setting

Are there Gas Logs Available?

Yes, if you want a rustic look the logs are constructed of refractory cement and give a realistic wood fire appearance.

What type of fuels can I use?

You can choose from either LP – Liquid Propane, or NG – Natural Gas. The Crystal Fire unit comes set-up for LP, however there is a conversion kit available (Part # NGK-CF) contact your dealer if you wish to use Natural Gas fuel.

My Crystal Fire won't light or the flame is low?

There are a couple of things to check, 1st make sure there is fuel in the LP Tank. 2nd shut off the gas valve on the LP tank. Also place the gas valve for the Crystal Fire in the closed or off position. Wait 5 minutes, then slowly open the valve on the LP Tank, once full open, then engage the igniter on the Crystal Fire by pressing on the rubber button until you hear a clicking noise created by the sparking of the igniter. While the igniter is engaged and clicking, slowly turn the gas valve on the Crystal Fire. If the flame does not come on or it is very low i.e. 1" height, contact your dealer as you may need to order a replacement regulator.