



## San Juan Insert

### **What is the warranty?**

The product has a one year warranty for the original owner.

### **Does the unit come with optional glass doors or a covering for the front of the unit?**

No, the unit does not come with glass doors, and at the present time, glass doors are not an option.

### **Does the fireplace come with the logs and burner?**

Yes, the fireplace comes with a complete log set and it includes the logs and the burner.

### **What material is used to make the fireplace?**

The fireplace insert is made of GFRC (glass fiber reinforced concrete).

### **Is the unit approved for use in screened porches, gazebos, and lanais?**

The unit is not UL approved for this application.

### **How much does the fireplace weigh when totally assembled?**

The fireplace weighs 225 pounds when totally assembled.

### **What is the BTU per hour input?**

The log set will burn 60,000 BTU's per hour.

### **How long will the fireplace burn on a 20 pound tank?**

The fireplace will burn 6-8 hours on a 20 pound tank.

### **Can the unit be converted from NG to LP or LP to NG?**

The log set is not convertible. The end user needs to order either an LP unit or a NG unit.



Think Outside...

## FREQUENTLY ASKED QUESTIONS



### **If burning LP gas, what is the minimum size LP tank the fireplace can be connected to in order for the unit to burn properly?**

The minimum size tank is a 20 pound tank.

### **How does the unit vent?**

The gas log set vents out the front of the fireplace.

### **What type of maintenance is required?**

It is recommended that the GFRC be sealed once a year using a concrete sealer that can be found at a local hardware store.

### **Can you burn solid fuels in the fireplace?**

Burning anything other than NG or LP is prohibited.

### **What type of surface is needed for the fireplace base?**

All you need is a level flat surface. It could be a wood deck, concrete, brick pavers, or other decking materials.

### **Can you paint the fireplace**

The GFRC cannot be painted.

### **Why won't the burner light?**

Be sure the LP (liquid propane) or NG (natural gas) gas line is open so the gas can flow to the burner. Check to be sure the pilot is lit. If pilot is lit, gas line is open, turn the knob to on and the unit should light.

### **Why would the unit stop burning and the flame go out?**

- The LP tank is empty or the gas is turned off.
- Although the log set comes with a wind resistant pilot light, the pilot could have blown out under very windy conditions. Turn the gas to off, wait five minutes and try to re-light. If you cannot relight the pilot light, you should call a gas technician for service.

### **Can you burn the fireplace inside your house?**

No, the fireplace is strictly designed for outside.



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