

# GENERAL QUESTIONS

## **How do I light my pilot?**

[\[Click here for instructions on how to light your pilot light.\]](#)

## **How can I get my hearth products serviced?**

Please call us at 828-837-4343 or e-mail us at [info@firesidemurphy.com](mailto:info@firesidemurphy.com) and we will be glad to set up servicing for you.

## **Where can I purchase parts or accessories for my fireplace/stove/insert?**

Call us at 828-837-4343 and we will order parts for you. We usually need to know the type and model number of your fireplace/stove/insert. The model number can usually be found on a tag or plate somewhere on the appliance.

## **What is a flue?**

A flue is another name for the chimney or venting system of a fireplace.

## **Can I install a fireplace, stove or insert myself?**

We strongly recommend that our products be installed by a factory-trained professional. However, you can install your fireplace, stove, or insert yourself as long as you adhere to the unit's installation manual and to local and national building codes.

## **Should I have any type of inspection done to my fireplace, stove or insert?**

We recommend annual service of your fireplace by a qualified serviceperson. This includes inspection and chimney sweeping for wood appliances, and inspection and valve cleaning for gas appliances.

## **If I want to convert my wood-burning fireplace to gas, is a set of gas logs or a gas insert going to be my best option?**

The answer to this question depends upon whether you would like a fireplace purely for ambience (i.e., you do not need to heat more than a small area directly surrounding it), or you would like true heating efficiency from the fireplace. If you want simple ambience,

a vented gas log set is your best option. However, if you want an efficient heater, you might want to consider a direct vent gas insert. From a cost standpoint, an insert will cost approximately five times the cost of a gas log set. However, since the insert is very efficient, it will pay for itself over a period of a few years in gas bill savings. A third choice, vent free gas logs, is suitable in some cases (e.g., when the fireplace won't be used for more than two or three hours at a time, the fireplace is not in a bedroom, the brand of fireplace allows for vent free sets, etc) where heating efficiency is desired. There are several cautions regarding the use of vent free logs, and they have been outlawed in some states. Interested customers should carefully read our brochure on "Selecting a Gas Fireplace, Gas Log Set, or Gas Insert".

For more detailed information on deciding what is right for you, please click on the link below.

[\[SELECTING GAS FIREPLACE link here\]](#)

### **My fan kit is too noisy. What can I do?**

You can turn the rheostat (dimmer knob) control down to reduce the air noise from your fan. This knob can be found in the control area behind the lower louver door of the fireplace.

### **How often should I clean the gas fireplace and vent?**

The frequency of your fireplace servicing and maintenance depends on the type of installation and how often you use it. We recommend an annual appliance "check-up" by a qualified service technician.

# GAS LOGS

## **Why should I buy gas logs?**

Gas logs are convenient, easy to operate, and require minimal maintenance. They create a beautiful fire that will add ambience to a party or contribute to a relaxing, calm atmosphere in your home.

## **What is the absolute minimum firebox size that will allow me to burn gas logs?**

Gas logs come in different sizes, and the measurements provided in the individual installation manual will detail minimum measurements. We are happy to provide assistance in properly sizing your gas log set.

## **How do I size logs for my fireplace?**

Proper sizing requires measuring the front width, back width, depth and height of the fireplace. Logs or controls that come too close to the sides of the fireplace can cause damage to the fireplace and/or gas log controls.

## **How do I know where I can place the gas logs?**

The installation manual includes a detailed diagram that shows where to place the logs so the set will operate optimally.

## **Are the flames on my gas logs adjustable?**

Some log sets have adjustable flames. If you are interested in this feature, please let us know and we will show you sets that include this option.

## **How much do gas logs cost to operate?**

Cost depends upon the BTUs of the unit (the manual or brochure will give this information). There are 91,620 BTUs in one gallon of gas. Thus, if your stove/fireplace runs at 30,000 BTUs on high (BTUs are always given on a per hour basis), then it would use about one gallon of gas every 3 hours or so. It is important to remember that the

amount of gas used will also vary based upon whether the unit is on “high,” “medium,” or “low”.

### **What is the cost of installing gas logs?**

The cost will vary depending on the degree of difficulty in getting a gas line to the fireplace. We strongly suggest you use a factory trained installer for your installation.

### **How many different models and looks of gas logs can I choose from?**

There are several different brands and models you can view on our website. In addition, our showroom has several log sets on display so you can actually see how different sets look while burning.

### **What is required to use a remote control and/or wall switch?**

A remote control and/or wall switch requires a Millivolt valve system. In addition, the wall switch requires low voltage electrical wiring.

### **How much heat will I get from my vented gas logs?**

Vented gas logs will provide radiant heat in the general hearth area. If you would like to heat your home, you may want to install a direct vent insert instead of a log set.

### **Can the glass doors on my fireplace be closed when my gas logs are burning?**

No. To avoid damaging the controls, you must leave the doors open when you are operating your gas logs.

### **What are gas logs made of?**

Logs can be made of either concrete or fiber ceramic. Fiber ceramic is a high temperature fiber material that is lighter (and more fragile) than concrete.

### **Why do logs collect soot?**

Sooting can result from flames coming into contact with some surface, which cools the

flame and prevents full combustion. This can occur due to improper placement of the logs or another problem that impinges the flames.

### **How do I clean my gas logs?**

Never wash your logs with water. Instead, remove the logs carefully from the fireplace and use a soft brush or vacuum to clean them. We also sell a soot remover spray made especially for gas logs. Make sure you replace the logs in the original arrangement after cleaning.

### **With gas logs, do I need the damper open all the time?**

When vented gas logs are in use, the damper must ALWAYS be fully open. A closed or partially closed damper can allow carbon monoxide (CO) to come into the room when the log set is being used. In addition, a damper clamp will come standard with your gas log set. This clamp will maintain a small opening (even when the logs are not being used) to allow pilot exhaust to escape. For vent-free logs, the damper can be closed in some circumstances. Please see your owners manual for full details.

### **What do I do if one of my gas logs breaks?**

If one of your logs breaks, please contact us and we will help you obtain a replacement log.

### **How do I convert my wood burning fireplace that has a gas log set back to wood?**

For vented gas log sets, you will need to remove the log set and burner, and have the gas line capped. The burner/grate that comes with a gas log set is not rated for wood, so if you would like a wood grate, make sure you buy one rated for natural wood. The chimney & fireplace should be inspected by a fireplace professional before wood is burned in it.

# WOOD

## **Should I have any type of inspection done to my wood burning fireplace?**

Yes. We recommend annual servicing by a qualified serviceperson/chimney sweep.

## **What does an outside air kit do and do I need one?**

An outside air kit is sometimes used with wood burning fireplaces/stoves to provide additional combustion air. The kit includes a tube or pipe that leads from the fireplace to the outside, thus allowing additional air to come into the fireplace from outside. This often helps the performance of fireplaces/stoves installed in tightly-constructed or well-insulated homes.

## **What's the best way to start a fire in my fireplace?**

First, arrange kindling (small diameter sticks) in a crisscross pattern on top of crumpled newspaper under the grate. Then, arrange logs on the grate in a safe way to ensure they don't roll out while burning. The first few fires you build in your wood burning fireplace should be small to help avoid excess cracking or spidering in the refractory.

## **How can I find the model or serial number on my fireplace/stove?**

Wood burning fireplaces have a metal serial/model plate in the upper left side or right side of the firebox, or riveted on the smoke shield behind the screen. Gas burning fireplaces and inserts have a serial/model/rating plate in the control area under the fireplace opening. Wood and gas stoves have a serial/model/rating plate attached to the back of the stove or inside the pedestal base.

## **How efficient is a wood burning fireplace?**

Most wood burning fireplaces are not very efficient. While they put forth some radiant heat in the surrounding area, most of the heat goes up the chimney. However, there are several wood burning models that are efficient enough to be furnace-rated by the government (e.g., the Fireplace Xtrordinair Elite Wood Burner shown on our website). Wood burning stoves and inserts are also very efficient.

### **Can I get glass doors for my wood burning fireplace?**

Glass doors are available for current model pre-fab fireplaces, but not always for older models. Call us at 828-837-4343 (or e-mail [info@firesidemurphy.com](mailto:info@firesidemurphy.com)) with your model number and we will be happy to price and order doors for you. It is important that you purchase glass doors that the manufacturer of your fireplace sells for your particular model. Using a non-approved door can block off cooling air into the firebox chassis and cause a potential fire hazard. For masonry fireplaces, metal frameworks and doors are available, but must be special-ordered based upon the dimensions of your fireplace. Because they are special-order, however, they are often costly.

### **How should I use the glass doors on my wood burning fireplace?**

The doors should be fully open when starting a fire and when the fire is burning at full force. The doors can be closed as the fire dies down to minimize the amount of room air going up the chimney. With GAS LOGS, the glass doors must ALWAYS be fully open when the fireplace is on.

### **Can I partially close the damper on my wood burning fireplace so less air goes up the chimney?**

No. The damper must be in the fully open position when burning either wood or using gas logs. Partially closing the damper can cause smoke to come into the room when burning wood, or cause carbon monoxide (CO) to come into the room when using gas logs.

### **Can I add a fan to my wood burning fireplace?**

If there are louvers on the top and bottom facing of the fireplace, and there is electrical power to the junction box behind the lower louver, then you can easily install a fan kit.

### **Why am I feeling a cold draft from my fireplace?**

There are several possible causes. First, make sure the damper is closed (when you are not using the fireplace). Then, check the installation manual for other potential openings that need to be shut. Finally, if the chase area is not adequately insulated,

cold air can come in. You can check with your builder or installer regarding the insulation of the chase.

### **How do I convert my wood burning fireplace that has a gas log set back to wood?**

For vented gas log sets, you need to remove the log set and grate, have the gas line capped, and install a grate rated for natural wood. Also check the damper to make sure it has not been removed and is functioning properly. If needed, a damper repair kit may be available to make the unit fully functional as a wood burner.

### **How can I eliminate the odor in my woodburning fireplace?**

For new fireplaces, make sure you are using only seasoned wood, newspaper, or kindling. For seasoned fireplaces, try cleaning out all the old ashes. Fire starters and prefabricated logs are often bound together with a substance that can pool under the refractory and cause a foul odor. In addition, it might be useful to remove items from the mantel and check whether this eliminates the odor.

# PELLET

## **Should I have any type of inspection done to my pellet stove or insert?**

Yes. To ensure that your stove or insert is functioning properly, we recommend annual servicing by a qualified serviceperson.

## **Can I install a pellet stove or insert myself?**

We strongly recommend that our products be installed by a factory-trained professional. However, you can install your fireplace, stove, or insert yourself as long as you adhere to the unit's installation manual and to local and national building codes.

## **Why are pellet stoves so popular?**

Pellet stoves are easy to use. There is no need to chop, stack, or otherwise deal with messy wood, as these stoves cleanly burn pellet fuel (an environmentally friendly choice). In addition, pellet stoves have automatic ignition (no matches or buttons to push) and a thermostat to regulate the room (or house) temperature perfectly, turning the stove on and off whether you're at home or away.

## **What are pellets made of?**

Pellets are of compressed sawdust. The natural resins of the wood hold the pellet together, so there are no additives.

## **Can I burn corn or other seeds/grains in my pellet stove?**

Some newer pellet stoves allow for a 50/50 mix of corn and pellets. In addition, some Quadrafire pellet stoves can burn wheat and/or sunflower seed mixtures. Check with the manufacturer of your particular model to determine what is okay for burning.

## **How can I find the model number for my pellet stove?**

The model number is usually located in the pellet hopper or on one of the side panels.

### **How often should I clean my firepot?**

Your owner's manual will give a guide for cleaning frequencies. In general, the build-up of material will depend on the quality of fuel being used. In some cases, it may be necessary to clean the firepot everyday. This involves pulling the cleanout rod on the front of the stove. If it is difficult to pull the rod, you may need to use a screw driver to chip away the carbon material that has built up on the bottom plate of the firepot. Once debris is chipped away, the rod should be easy to pull.

### **How often should I clean my firebox ash?**

Your owner's manual will give a guide for cleaning frequencies. Frequent cleaning of the ash in the firebox will help slow down the build-up of ash in the exhaust blower and vent system. We recommend cleaning the ash out at the same time you clean the firepot.

### **How often should I clean my heat exchanger?**

See your owner's manual for a guide to cleaning frequencies. We recommend cleaning the heat exchanger at the same time you clean the firepot. To do this, pull the two rods located under the top lid of the stove. Every month, you should clean more thoroughly by removing the baffle plates in the firebox and accessing the clean-out plate on the right hand side of the stove. This is necessary to remove the excess ash that is left behind from the use of the pull rods for the heat exchanger tubes.

### **How often should I clean my vent/chimney system?**

The vent/chimney system should be cleaned and inspected annually. If there are a lot of horizontal pipe sections where ash can build up more quickly, it may be necessary to clean the system more frequently.

### **How often should I clean my blowers?**

The blowers should be cleaned annually--and more frequently with heavy usage. If the blower is noisy, the fan blades may need cleaning.

**Will pellet stoves operate in event of a power outage?**

Some pellet stoves now have a battery back-up for use during a power outage, but most do not have this option.

**My cleaning rod for the firepot is sticking.**

The rod may be hard to pull due to carbon build-up on the plate. It may help to loosen the slide plate bolt to where the distance between the firepot bottom and the slide plate is about  $\frac{3}{4}$  inch.

# REMOTE

## **What are the main components of the remote control?**

- 1) A hand-held transmitter. This is like a TV remote control for operating various features of the fireplace.
- 2) A receiver. This is a box located inside or near the fireplace. It receives radio frequencies from the hand-held transmitter.

## **Why should I buy a remote control?**

Remote Controls are very convenient, allowing the consumer to operate the fireplace from across the room in a favorite chair. They are especially convenient in large rooms where a switch on the fireplace or on the wall is not always easily accessed, and very popular in bed/bath sitting room areas.

## **What powers the remote control?**

In most cases, both the hand-held transmitter AND the receiver are powered by batteries. Sometimes the transmitter uses batteries while the receiver is plugged in (i.e., uses A/C power). While most people are aware of the need to change batteries in the hand-held remote control, they are less aware that they may also need to put new batteries in the receiver.

## **Can I have a hand-held remote control and a wall switch?**

Yes, but there is an operational priority (pecking order) of the various ways to turn your fireplace ON or OFF. The highest priority goes to the ON/OFF switch near the valve assembly. If you have the fireplace turned "ON" via this switch, it will negate the wall switch and ON/OFF feature of your remote control. Next, the wall switch takes priority over the remote control. So, if the switch near the valve is in the "OFF" position, and the wall switch is in the "ON" position, the remote control will not work. The RCT-MLT functions will work when the "on- off" feature of the wall switch or fireplace switch is not in the "ON" position.

### **How far away from the fireplace can I be and activate the fireplace with a remote control?**

Based on FCC regulations, a distance of 90 feet is allowable for radio frequencies. However, because many things interfere with radio frequencies, a more realistic distance for your remote to work is about 25 feet. While radio frequencies can go through normal residential constructed walls (wood, plaster, drywall), the distance they can travel will be reduced.

### **How does the hand-held transmitter operate the functions of the fireplace?**

Your fireplace/stove remote control works by radio frequency, which is unlikely to be interfered with by other (e.g., television, stereo) remote control activity. Television and stereo remotes most often use infrared technology, which require there be no interference between the hand-held and the receiver. Fireplace facings, louvers, different installation options, and the brightness of the flames make infrared an unreliable option for fireplaces.

### **What can interfere with the operation of the remote control?**

Excessive metal (e.g., large metal artwork) will deflect radio frequencies in a direction that may not be in line with the receiver of your remote control, or interference of your radio frequency can cause the remote control to not respond properly to the hand-held transmitter. The receiver should not be installed to the very back of the fireplace.

### **How long will the batteries last?**

Under normal operating conditions the batteries should last 6 – 12 months. We recommend changing batteries twice a year. Remember to change the batteries in the RECEIVER (located near the valve) as well as the remote.

### **Can the frequency of the remote be changed if I have something else activating the fireplace?**

No. The frequency of the remote control can not be changed without special equipment, which is not readily available to homeowners and/or service companies.

## **How can I avoid accidental operation of the remote control while I am away from home for an extended period of time?**

There is usually a manual switch on the receiver that can be turned to the “OFF” position. This switch will break the contact with the power source, whether it is battery or 120V power. This switch is just like the main power switch that controls any electrical appliance.

## **My remote control is not working. Why?**

The following are the top reasons why remotes do not function:

- 1) The batteries do not have enough power or are installed incorrectly. Remember that new batteries may ALSO be needed in the receiver (located near the unit’s valve) as well as the hand-held transmitter. While this receiver is sometimes plugged in, it often uses batteries instead.
- 2) A misunderstanding on how the remote features operate the fireplace. Check your manual for details on how each feature works.
- 3) The slide switch on the receiver (located near the valve) is not in the correct position.
- 4) The receiver (located near the valve) may be overheating. It may need to be moved to another location or covered with a remote shield (some units come with a shield; often they must be ordered).
- 5) The remote hand-held transmitter has not had the “learn” function activated to the receiver.
- 6) There is a defective component. A replacement part can be purchased or replaced under warranty if applicable.

## **My remote will not turn my fireplace off. Why?**

- 1) The on/off switch on the fireplace and/or wall may be in the on position. This will override the remote control feature.
- 2) The remote is in thermostat mode, and the temperature of the room has not exceeded the desired temperature setting by 2 degrees Fahrenheit or 1 degree Celsius.
- 3) The batteries in the hand-held transmitter are old and underpowered. They may work

up close but not a few feet away.

4) The hand-held transmitter (remote) is further than 25' away.

5) The receiver (located near the valve) may be overheating. It may need to be moved to another location or covered with a remote shield (some units come with a shield; often they must be ordered).

6) The hand-held transmitter has been dropped and the frequency no longer matches that of the receiver.

**The temperature reading on my hand-held transmitter does not match my house wall thermostat. Why?**

The systems were calibrated by their respective manufacturers, and may not match exactly. In addition, the temperature from the location of one device to the other may be slightly varied. A reading of 3 degrees' difference is considered within specifications.

The most important thing to remember is that, rather than focusing on the exact temperature of the appliance, you should develop a comfort level at which the appliance should keep you.

**The fireplace flame does not turn on and off at the exact desired temperature. Why?**

The thermostat is set with a 2 degree F (1 degree C) range to avoid continuous cycling of the fireplace. Thus, when the remote is in the thermostat mode, the temperature of the room must exceed the desired temperature setting by 2 degrees Fahrenheit or 1 degree Celsius in order to turn on/off.