

Casual Fireside Q&A

Can you burn wood in the Casual Fireside pieces?

No, these are not wood burning units. Casual Fireside Fire Pits are set-up to run on Propane but are easily converted to Natural Gas. When converting to Natural Gas, we recommend having a certified tech or licensed plumber to convert the units.

With the pit being left outside, is there a drain hole so the basin will drain?

Yes, there is a drainage hole at the bottom of the burner pan.

What are the BTU's for my unit?

Round and Square Burners (X-burners)

- Chat Height (Liquid Propane & Natural Gas) – 60,000 BTU's
- Dining/Counter Heights & 51-21A – 35,000 BTU's Liquid Propane & 45,000 BTU's Natural Gas

Rectangle Burners (T-Burners)

- Chat Height – 47,000 BTU's Liquid Propane & 56,000 BTU's Natural Gas
- Dining/Counter Heights – 32,000 BTU's Liquid Propane & 44,000 BTU's Natural Gas

Are the BTU rated High, Med or Low?

Medium and High depending on the model. All Chat height fire pits are rated as High.

Fire Media Kits

Log Kit

How many logs are included?

- Seven logs made from a mixture of Refractory Cement and Ceramic

Includes 20lbs of lava granules

Glass Kit

12 Colors Available

8 colors in a tumbled glass which is similar in size and shape as a Jelly-Bean

4 colors in a pebble style which is about $\frac{3}{4}$ " diameter, rounded on the top and flatter on the bottom

How much glass is recommended for each burner?

- 16" Rd. Burners – 24lbs
- 18" Sq. Burners – 24lbs
- 10"x30" Burners – 24lbs
- 20" Sq. Burners – 24 lbs
- 24" Rd. Burners – 36lbs

Lava Kit

How much granules are included?

- 20 lbs. Enough to cover the stainless steel burner.

Rock Kit

15 Rocks

What are the rocks made of?

- A mixture of Refractory Cement and Ceramic

Includes 20 lbs of lava granules

Sphere Kit

14 Spheres

What are the Spheres made of?

- A mixture of Refractory Cement and Ceramic

Includes 20 lbs of lava granules

How long are the hoses for the Liquid Propane systems?

4 Foot Hose

How do I protect my unit?

Metal covers are available to cover the burner area while allowing the end user to continue using the hearth top. Protective fabric covers are also available that protect the unit.

Can this be used indoors?

No, units are designed for outdoor use only. However, units can be operated in a covered porch with at least 2 open (non-screened) side doors with plenty of ventilation– Check the Owner’s Manual for specific details.

Are there accessories for cooking?

No, these pits are not designed for cooking purposes.

What can the Lazy Susan be used on?

Lazy Susan’s are available in 24” Rd., 27” Rd., and 30” Rd. They can be used on any fire pit with a round burner pan.

Do the hearth tops get hot from the fire?

The hearth may get warm to the touch, depending on flame height and how long the unit has been burning. The wind can also be a factor in the heating of the hearth. In factory tests, hearths remained comfortable to the touch after many hours of high flame operation.

Is there a warranty on the burner unit?

Yes, there is a two-year manufacturer’s warranty on the burner unit.

Do fire pits sold to customers in Canada need special certification?

Yes, all fire pits shipped are CSA certified. Consult your owner’s manual for certification marks

How long will a standard propane tank last?

All units with a round burner last approximately 10 - 12 hours, depending on varying weather conditions.

All units with a rectangle burner last approximately 12 – 14 hours, depending on varying weather conditions.

Why do I have soot on my ceramic logs, rocks or sphere's?

It is normal when burning Natural Gas or Liquid Propane for soot to build up.

How do I clean the soot off my ceramic logs, rocks or sphere's?

Use a soft plastic bristle brush and scrub using plain water. Rinse and replace logs as per your manual instructions.

How do you light these units?

The safety instructions should always be read prior to lighting the unit for the first time.

All units are Manual Light. Consult Owners Manuals for detailed instructions.

Can these units be changed to Natural Gas?

The burner system comes with a Natural Gas orifice, and conversion instructions are located in the owner's manual.

However, OW Lee highly recommends that a licensed professional installer perform the conversion process. OW Lee does not supply natural gas hoses.

Troubleshooting

The flame keeps going out

The flame may not stay lit for several reasons. Check each of the solutions below until the problem is solved:

1. Check level of fuel
2. Make sure the fuel tank valve is all the way on. For detailed installation and safety instructions please refer to your owner's manual.
3. Turn off fire pit and propane
-Disconnect Regulator and reconnect.

-Turn on tank, then follow lighting procedure tank

Why does my fire pit have little or no flame?

There are at least three possible reasons.

1. The propane tank may have been improperly filled. All tanks must be purged of air before being filled with gas. This purging requires filling with a small amount of gas and then emptying. Propane is heavier than air and will force the air out of the tank during the emptying process. If the tank is not purged, the air is the first to exit the tank and the fire pit will have a very low flame for possibly over an hour until the air fully exits the tank.
2. Possibly an automatic activation of a surge protection device within the propane regulator. For example, if you turn on the tank valve and the fire pit is not fully turned off, the surge protector will likely sense a leak and activate. This causes the fuel flow to the control valve to be very low. The remedy is to turn everything completely off, disconnect the tank, and reconnect everything before starting over.
3. A third possible cause might be that the tank was overfilled. All propane tanks are now fitted with Overfill Protection Device (OPD) which is designed to be activated by a float valve. The OPD feature prevents overfilling of the tank by shutting off the valve. A 20% empty space in the tank is necessary to prevent it from venting large amounts of propane when the ambient temperature rises. This OPD can also be inadvertently activated by tilting the tank on its side.

For detailed installation and safety instructions please refer to your OW Lee Casual Fireside owner's manual.