Are the fire pits certified?

All of our units are lab tested and certified by Labtest Certification, we are ANSI and CSA approved for the United States and Canada.

The Casual Fireside Fire Pits BTU rated?

Our units are rated as Medium to High

What is the BTU rating for my unit?

Fire Pit Height	X-Burner 30"rd, Dining, Counter	X-Burner 36"rd and Larger	24" T-Burner 10" x 30"	45" T-Burner 10" x 50"
Occasional	LP 48,000 - NG 52,000	LP 60,000 - NG 60,000	LP 47,500 - NG 56,000	LP 65,000 - NG 65,000
Chat	LP 48,000 - NG 52,000	LP 60,000 - NG 60,000	LP 47,500 - NG 56,000	LP 65,000 - NG 65,000
Dining	LP 48,000 - NG 52,000		LP 32,000 - NG 44,000	
Counter	LP 48,000 - NG 52,000		LP 32,000 - NG 44,000	

Fire Media Kits

O.W. Lee offers glass kits 12 colors and three styles - Each kit sold in 6-pound bags.

..-.. 4 colors in a crushed glass which is similar in size and shape

- 3 colors in a gem style which is about ¾" diameter, rounded on the top and flat on the bottom
- 5 colors mirrored glass range from ¼" to 3/8" in size

How many glass kits are recommended for each burner?

Burner Pan Measurement	Media Kits Sold In 6 Pound Bags			
	Mirrored Glass	Gem Glass	Crushed Glass	Lava Granules
16" Round	2 Kits	2 Kits	3 Kits	1 Kits
20" Round	3 Kits	3 Kits	4 Kits	2 Kits
24" Round	5 Kits	5 Kits	6 Kits	3 Kits
10"x30" Rectangle	4 Kits	4 Kits	4 Kits	2 Kits
10"x50" Rectangle	6 Kits	7 Kits	6 Kits	4 Kits
20" Square	3 Kits	4 Kits	3 Kits	2 Kits
Basso 36" Round	7 Kits	8-9 Kits	8-9 Kits	4 Kits

Ceramic Rock Kit and what are the rocks made of?

15 Rocks in the kit and made of a mixture of Refectory Cement and Ceramic

Each kit includes 20lbs. of lava granules

Ceramic Log Kit and what are the logs made of?
The logs are made of Refectory Cement and Ceramic and include seven various sizes
Each kit includes 20lbs. of lava granules

What are the burners made of?
The burners are made of Stainless Steel SS034 materials. Stainless steel alloys have excellent resistance to corrosion when exposed to the outdoor elements.

How long are the hoses for the Liquid Propane systems?

4 Foot Hose – All Occasional, Chat, Dining and Counter Heights Units
10 Foot Hose – Basso Fire Pit Only

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. ***Contact your local licensed plumber or certified gas tech when converting to natural gas.***

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. ***OW Lee recommends*** that a licensed plumber or certified technician to perform the conversion process.

What is included with the Natural Gas Conversion Kit?
O.W. Lee Fire Pit natural gas conversion kit includes the orifice, air shutter sleeve, instructions and labels. *Additional hardware such as the fuel line from the natural gas line stub to the valve and additional servicing valves* ***are not included****. Please contact your local plumber or certified tech, they will confirm with your city code for the required component specifications*

Is there a high elevation conversion kit?

Our units are certified and tested to 4,500 as per the standard, no additional adjustments are needed.

With the pit being left outside, is there a drain hole so the basin will drain?
Yes, there are several drainage holes at the bottom of the burner pan.

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.

Can this be used indoors?
No, units are designed for outdoor use only. They can be used under a covered porch 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. and 30" rd. for porcelain tile and copper tops. , Cast tops have two options in 27" Rd. They can be used on any fire pit with a round burner pan except 30" rd. fire pits.

Do the hearth tops get hot from the fire?
The Porcelain and Cast Aluminum hearth tops 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.
Note: Hammered Copper tops may retain heat depending which direction the wind is blowing.

Is there a warranty on the burner unit?
Yes, O.W. Lee offers a two-year manufacturer's warranty on the burner and components.

Do fire pits sold to customers in Canada need special certification?
Yes, all firepits shipped into Canada include a special Canadian certification.

How long will my propane tank last?

20 Pound Propane Tank		11 Pound Propane Tank	
BTU Rating	Estimated Hours	BTU Rating	Estimated Hours
32,000	12.25	32,000	7.5
47,500	8.25	47,500	5
48,000	8.25	48,000	5
60,000	6.5	60,000	4
65,000	6	65,000	3.75

Why do I have soot on my ceramic logs or rocks?
It is normal when burning Propane or Natural Gas for soot to build up.

How do I clean the soot off my ceramic logs or rocks?
To clean your logs/lava, 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 your owner's manual before operating the unit.

How Many Glass Wind Guards Sizes Are Available?

There are six glass guard sizes; three round, one square and two rectangles. Measure your burner pan width and length for the correct size. ***Note: Fire pits that have the Omni product label listing require the rectangle 10"x50" burner require the PIT-15 natural gas conversion kit which includes the 10"x50" glass guard.***

Does the glass wind guard retain heat?

Yes, Caution must be exercised during use; the glass guard will retain high heat and can cause injury. Allow 30 to 45 minutes after use to touch the glass guard. NOTE: Do not lift the glass wind guard after use. Glass connectors may become loose after use; make sure all connectors are secure after each use before picking up.

Why do I have soot on my glass wind guard?

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

How do I clean the soot off my glass wind guard?

Clean glass with water & white vinegar solution or commercially available streak free glass cleaner.

CASUAL FIRESIDE 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
3. Turn off fire pit and propane tank.
    a. Disconnect Regulator and reconnect
    b. Turn on tank, then follow lighting procedure

Why does my fire pit have little or no flame?

There are at least three possible reasons.

- 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.
- 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.
- 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.

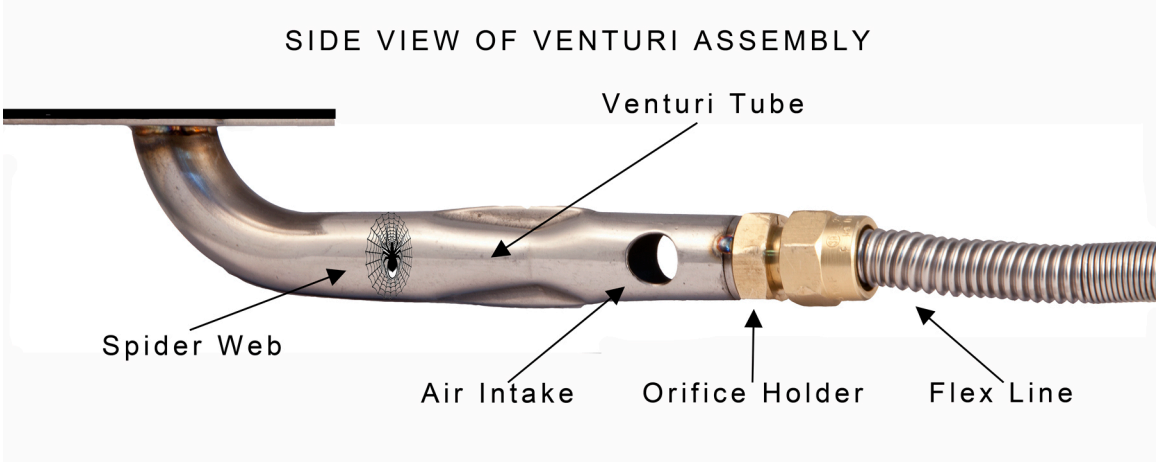
Unit has not been in use for a long period of time?
Visually inspect your fire pit before use for insect blockage or nests for any signs of spider webs. Regardless if the unit is burning propane or natural gas, the venturi and burner are great places for small insects seeking shelter.

Gas blockage from **SPIDER WEBS or OTHER INSECTS NESTS**: Spider or other small insects are known to create "flashback" problems by building nests and laying eggs inside the venturi pipe or burner. These nests can obstruct the gas flow which can back-up and ignite a flashback which can damage your fire pit, property and or injure a person. There are three ways to clean the venturi and burner, select the most effective method:

- Bend a stiff wire (a light weight coat hanger with a small hook), insert it into the "Air Intake" port as far in as possible both sides two to three times to make sure the blockage is clear.

- Use a narrow bristle brush with a flexible handle and follow the steps above.

- **Wear Eye Protection:** Use an air hose to force air into the venturi to clear out the blockage.



For detailed installation and safety instructions please refer to your Fire Pit Owners Manual

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