



### How often should my gas stove / fireplace be serviced and/or cleaned?

A fossil fuel appliance should be inspected and cleaned on an annual basis. Because the hearth industry is cyclical, it is often preferred that the annual service be performed in warmer months when the technicians have more time to spend servicing the unit. For a complete description of an annual service & cleaning, please see our description under 'Annual Service.'

### There is a white build-up on my glass. Is this normal? What can I do to clean it?

The inside glass of a fireplace should be cleaned on an annual basis. You should only use high-quality **gas glass cleaner**, as other chemicals could permanently etch the glass. Friendly Fires stocks a full assortment of glass cleaners in our showroom.

### Can I replace and add embers to the fire in my fireplace?

Yes, however you should consult your owners manual first to ensure that your stove or fireplace can take embers or rocks. Ensure that they are installed in accordance with the manufacturer's recommendation. If you are not 100% certain, we recommend that you hire a licensed gas fitter fireplace technician to do it for you.

### What are the options available to control my stove & fireplace?

- Wire Thermostat
- Wireless on/off control
- Wireless on/off and thermostat control
- Wireless on/off, thermostat and programmable control

### What size propane tanks are available?

The most common size of tank installed for a stove or fireplace is a 420 lb. tank (contains approximately 385 litres of propane). There are also larger tanks available that can be installed away from the building, as well as portable tanks that can be used for water-only access.

### Where can a propane tank be placed?

Main rules on propane tank placement:

- Never store a full or empty propane tank indoors.
- The discharge valve shall not be less than:
  - 3 feet on a horizontal plane from any building opening that is below the relief valve
  - 10 feet on a horizontal plane from an appliance air intake or air moving equipment
  - 10 feet on a horizontal plane from any source of ignition
- The relief valve shall be protected by a rain cap
- The container shall be painted with light colours
- The container shall be securely supported on no more than two cement or steel supports

### How much gas or propane will my fireplace consume?

As an oversimplification, a stove or fireplace will consume approximately 1 litre of fuel per hour of burn time. If you are using propane, your tank will be filled 3-4 times per season.

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### What type of venting is used on gas / propane appliances?

Gas / propane appliances come in natural vent as well as direct vent models. Vent-free appliances are not legal in Canada.

A direct vent appliance implies that the unit is taking fresh air from the outside to feed the flame and is sending the combustion air back outside. The vent itself is a 'vent within a vent' and can be vented out the wall, through a roof, and sometimes up a masonry or existing wood chimney.

Main clearance requirements for the termination of a direct vent appliance include:

- 18" from an open air intake
- 12" from a door, window or corner
- 6' from a natural gas meter

A natural vent appliance (often called b-vent) uses room air to feed the fire and sends the combustion air outside with a single liner. A natural vent appliance must be vented above the roofline either with b-vent or through an existing wood chimney system.

### What is more efficient: a stove/fireplace or a furnace?

It depends. A newer stove or fireplace could be more efficient than an older furnace. However, a stove or fireplace is typically around 10% more inefficient compared to a furnace.

With a stove or fireplace you are 'zone heating' the area of your home or cottage that you are using instead of heating the entire structure. Technically they can be more inefficient on fuel usage per BTU, but a stove or fireplace could save you money on your home heating bill.

**For additional information, consult your owners' manual.**

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