

## Frequently Asked Questions – Manual Burners

Your PebbleTec Fire & Water team is with you every step of the way-- before, during and after your fire feature project. That means we're always standing by to answer any questions you may have. Below is a collection of the questions we hear most often, with responses provided by our own PebbleTec Fire & Water experts. If you cannot find your answer here, please contact us at: 480-948-5058. Prior to connecting any gas appliance, ensure that all gas components of the system are off. It is recommended that all procedures should be performed by a licensed contractor.

**Q: What should I expect to be included in my burner kit?**

A: It depends on whether you bought a copper bowl with a burner or a cast stone bowl with a burner. There are components that you will need to purchase additionally at your local hardware store. Please refer to starting on page 7 of the installation manual for all parts listed on what is included and what are any additional parts that you will need to complete your installation.

**Q: Can I install this burner system myself?**

A: While our manual burner system is not very complex, we still recommend that a licensed contractor familiar with gas connections install your burner system. They should check for loose connections, gas leaks and any other potential problems that can occur in the future.

**Q: What if the Burner assembly will not turn on?**

A: Prior to adding your media to the burner, confirm that all manual gas supply valves are in the on position, whether the gas is being supplied by an underground gas or propane line or a propane tank with an approved regulator. It is also important to make sure the propane tank is full, and it is open to allow gas to flow to the burner. Once all of the valves are open, take a lighter and you should be able to light the unit as long as the lighter flame is close to the burner and the gas is coming out. You will also need to make sure you purge the gas line to make sure no construction got in there that could be causing an unstable supply in gas pressure.

**Q: How important is it to have proper ventilation?**

A: It is extremely important to have the correct amount of ventilation as the unit can overheat due to improper ventilation. It is important to keep ventilation passageways completely clear and free of vegetation and debris. If the burner is acting up, it is always important to check for heat damage if proper ventilation is not maintained. If damage is found to be present, then parts and/or the burner may need to be replaced.

**Q: Are there special things to look out for when installing these burners?**

A: Yes, there are some things that you want to pay attention to that can play a role in the performance of the burners. Before making any connections, you may want to purge the gas lines to ensure there is no construction debris in the lines. When making all connections, you should check for leaks to avoid any potential backdraft and damage to the underside of the burner. You will want to make sure that the gas lines are free of any kinks so that the correct gas pressure is being supplied properly. Check to make sure that the burner is free of any damages and review the manual prior to the installation so that you can be familiar with the components of the burner.

**Q: Can weather play an active role in the operation of the burner?**

A: Just like everything else that lives outside, our burners can be susceptible to the outdoor elements, and it can prevent proper operation of the unit. Common items wind, dust, rain, and snow need to be considered before turning the burners on. You will want to clean the surface around the burner and the burner itself to make sure dust is cleaned off, moisture is wiped down and the overall condition of the burner seems to be in good condition so that it can operate normally. Wind can cause an unstable flame, so you want to consider that as well.

**Q: What type of media is best suited for my fire feature?**

A: We recommend using a nice clean lava rock for all applications. If you choose to use glass media, you will need a screen to ensure the glass does not fall between the outer rim of the bowl and the support plate. Additionally, glass media use is prohibited with any propane applications. Lava rock can be used in both natural gas and propane applications and is highly recommended.

**Q: What would cause my flame to be unstable?**

A: There could be a number of things that can cause this. First you want to check for gas flow to make sure that you are getting the correct amount of gas pressure to the burner. It is recommended that you have a licensed contractor check for proper gas pressure using a monometer and getting a reading of 7" at the water column for natural gas and 11" at the water column for propane. Too much gas pressure or not enough gas pressure will have an effect on the performance of the burner. You may want to check that the correct media type is being used and that it is properly positioned to allow for ventilation. You may want to make sure the gas valves are on and can be adjusted as needed. Check for excessive moisture, dirt or debris on the burner and clean area as needed so that the area is dry and free of any potential blockages. If the problem persists, check with your gas supplier to make sure the proper regulator is installed and if you have a propane tank make sure the valve on the tank is functioning correctly.

**Q: Will I need a regulator if I am connecting my burner to a propane tank?**

A: You will most likely need a 2-stage propane regulator which makes it easy to connect your gas burner system to your fuel source. This will help deliver a consistent, controlled flow and output of propane gas to your gas burner. If you have a direct underground gas line, whether natural gas or propane, you are probably going to be ok without an additional regulator.

**Q: What if my burner does not shut off?**

A: If the main burner does not shut off, try adjusting the manual gas valve from the open position to completely closing it. If there are multiple valves that are open and the one valve does not turn it off, then you will need to close all of the valves until you can get a licensed contractor to check the manual valve to make sure it is opening and closing correctly. If the problem persists, check with your gas supplier to make sure the proper regulator is installed and if you have a propane tank make sure the valve on the tank is functioning correctly.

**Q: Why are my copper bowls turning a greenish color?**

A: Copper goes through a natural transformation when it gets wet, and it starts to form patina. Patina can be cleaned off in most cases as long as you research the best way to clean the patina without damaging the copper surface. If you have fire bowls around any water features, you will most likely always have patina forming on your copper bowls.

**Q: My cast stone bowl was damaged recently and was wondering if it can be fixed?**

A: It depends on the extent of the damage to the cast stone bowl. If it is minor, then we recommend just taking a nice sealer or some bees wax and clean the areas as much as you can and then just leave it alone since our color is integrated all the way through the bowl. If the bowl has some significant damage, you may want to consider replacing it as significant repairs are not recommended.

**Q: What can I do to keep proper maintenance on my burner system?**

A: Make sure your burners are always free of dirt and if you live in a windy or dusty area, you should clean the burners periodically. Periodically clean the burner assembly with a wet cloth to remove any carbon build up. Check gas connections to make sure they continue to stay sealed tight, cleaned and no damage from potential insect or rodents have occurred over time. Keep the base of the bowls and ventilation passages clear of debris. Use bees wax and/or other sealers appropriate for concrete and copper product to maintain its integrity of the surface.