

Frequently Asked Questions

Crystal Fire Burners

Where can I use my Crystal Fire?

These burners are used in all OGC outdoor fire pit tables and fire pits. These burners can be purchased separately as well as for your own DIY project.

Are these burners UL listed? What does that mean?

Yes all of our burners are UL tested and listed. This means they have passed numerous tests to ensure safe operation. They have undergone wind, rain and clearance tests. For more detailed information on Why OGC, Why UL? Check out this link

Are there different Crystal Fire models?

We have a few different Crystal Fire Burners and over 50 Fire Pit Tables in stock. Many of these can be purchased as one complete unit or individual components can be purchased. Custom fire pit tables & burners are also available. See the Crystal Fire section of the catalog for a complete list of burners, sizes, colors, etc.

If I purchase a Crystal Fire burner for my own project, what else is needed?

Depends on the project. More than likely you will need to purchase a control panel – standard, key valve, timer, automatic ignition, this will allow for easier access to operate your burner from the outside. You may also need to specify the fuel source (LP or NG) used if it is a large or custom burner. We recommend working with your local OGC dealer to determine what is needed for your project.

Is media included with the Crystal Fire burners?

Yes, we include Crystal Fire Gems, diamond color with each crystal fire burner (some exceptions on DIY burners, custom burners, etc). The glass used is a heat-tempered-tumbled glass gem. There are over 15 different glass media colors & shapes as well as lava rock and log set options. Check our accessories section for specific looks and colors!

How many BTUs per hour are produced?

60,000 BTUs are produced per hour, LP or NG on the CF-20 & CF-1224. The CF-2424 & CF-1242 have options for 60,000 BTU orifices up to as high as 90,000. Some of our larger burners like the CF-30, CF-1242-L or WV-56-BLK can produce 110K BTUs and more.

Can I roast marshmallows on my Crystal Fire?

Yes you can, however this appliance has not been designed to cook food. Also make sure that combustible items do not end up on the burner top, as it will clog the burner ports and prevent a proper burn.

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How long will a 20lb tank last?

Typically you can operate for an average of 8 hours when burning the CF-20 or CF-1224 on high. The CF-2424 & CF-1242 will vary depending on which orifice is used.

What type of fuels can I use?

You can choose from either LP – Liquid Propane, or NG – Natural Gas. The Crystal Fire unit comes set-up for LP, however there is NG conversion kit that comes with the unit.

My Crystal Fire won't light or the flame is low?

There are a couple of things to check, 1st make sure there is fuel in the LP Tank. 2nd shut off the gas valve on the LP tank. Place the gas valve for the Crystal Fire in the closed or off position. Disconnect the regulator from the LP tank. Wait 5 minutes and then re-tighten the regulator on the LP tank, slowly opening the valve on the LP Tank. Once fully open, push in the igniter on the Crystal Fire by pressing on the black rubber push button sparker until you hear a tick, tick, tick and you can see a blue spark at the electrode. While the igniter is engaged and clicking, slowly turn the gas valve on the Crystal Fire. If it does not light in 5 seconds, turn off, wait 30 seconds and try again. If the flame does not come on or it is very low i.e. 1" height, contact your local OGC dealer for more troubleshooting or refer to the Crystal Fire manual.

Do I need to cover my Crystal Fire when not in use?

It is not mandatory to cover the Crystal Fire burner as it is designed to allow moisture to flow down through the bowl and the unit is constructed of materials to withstand outdoor exposure, however we do recommend covering if not using for extended periods as it will prevent any unwanted debris from falling onto the burner bowl. There are optional vinyl covers available.

What happens when it rains?

If the fire table is uncovered, water will drain through the gas port holes in the burner, into the burner neck below and out by the air shutter. Water will not build up in the burner, it will drain out the bottom.

What accessories are available with the fire pits/tables?

There are vinyl covers, glass guards, different colors and shapes of glass, lava rock, log sets. Check out our accessories area of the catalog for more info.

I have some specific questions on a product, where can I go to find this?

<http://www.outdoorrooms.com/support-burners/> this link is a great source of information. You can also contact sales@outdoorrooms.com or call 1-866-303-4028.