

Initial Burning Period

Following installation of an ORTAL fireplace, there is a 12-hour minimum burning period. The 12 hour burning period must include a minimum of 4 hours of continuous burning.

During this time, the customer/installer may notice:

- The glass developing a white or “cloudy” film
- An unusual smell.

Both the film and smell are due to the paint on the fireplace metal heating and “burning off.” This is normal. The cloudiness and odor will go away after the 12-hour period and the installer returns to service the fireplace and complete start-up.

When the 12-hour period is complete, the installer returns and checks/performs the following:

1. Clean the glass with a ceramic glass cleaner otherwise the white film will remain.
2. Check the interior media
3. Check for gas leaks
4. Adjust the restrictor if needed
5. Overall, make sure everything is working properly

When these activities are complete, initial start-up is concluded and the fireplace can be operated by the Owner.

As always, if there are any questions or concerns, contact your local ORTAL USA dealer/installer or ORTAL USA directly for support.