



## Gas Log Set FAQ Guide

### **Part 1 – Buying**

#### 1. What size gas log set do I need?

The correct gas log size depends on the inside dimensions of your fireplace - not simply the width of the opening. Measure the front width, rear width, depth, and height of the firebox. Manufacturers specify the minimum fireplace dimensions required for each log set size.

A larger log set isn't always better. Installing logs that are too large can restrict airflow, create excessive soot, overheat the fireplace, or violate the manufacturer's installation requirements.

As a general guideline:

- 18-inch logs fit many smaller fireplaces.
- 24-inch logs are the most common size.
- 30-inch logs are designed for larger masonry fireplaces.

Always verify the manufacturer's minimum fireplace dimensions before purchasing.

#### 2. How do I measure my fireplace for a gas log set?

You'll need four measurements:

- Front width
- Rear width
- Firebox depth
- Firebox height

Measure inside the fireplace—not the decorative trim or surround.

The rear width is especially important because many fireplaces taper toward the back. A log set that fits the front opening may not fit properly inside the firebox.

When ordering, have all four measurements available.

### 3. What's the difference between vented and vent-free gas logs?

Vented gas logs require the chimney damper to remain open during operation. They produce tall, realistic flames that closely resemble a wood-burning fire but provide less usable heat because much of it escapes up the chimney.

Vent-free gas logs are designed to burn more efficiently and release most of their heat into the room. They typically produce more heat but have shorter flames and must meet strict combustion standards.

The best choice depends on whether your priority is realistic appearance or heating performance.

## **Part 2 – Installation**

### 1. Can I install gas logs myself?

That depends on your experience and local building codes.

If the gas line is already installed and you're comfortable following manufacturer instructions exactly, many homeowners successfully install gas log sets.

However, if a new gas line must be installed or you're unfamiliar with gas appliances, professional installation is strongly recommended.

Improper installation can result in gas leaks, poor combustion, excessive soot, or unsafe operation.

### 2. Do I need electricity to operate gas logs?

Many gas log systems operate without electricity.

Match-light and standing pilot systems can usually function during a power outage.

Electronic ignition systems and some remote-controlled units may require household power or battery backup, depending on the design.

### 3. Do gas logs require permits?

In many areas, installing or modifying a gas appliance requires a permit or inspection, especially if a new gas line is added.

Permit requirements vary by city, county, and state.

Before beginning installation, check with your local building department or licensed installer to determine what requirements apply in your area.

#### 4. Can I use my gas fireplace without a log set?

In most cases not – you should not

The ceramic logs are not just decorative. On most gas log sets, they are an engineered part of the appliance. Their size, shape, and placement are designed to:

- Direct the flames correctly
- Create a realistic fire appearance
- Promote proper combustion
- Reduce soot and carbon monoxide production
- Protect the burner from overheating in certain designs

Running the burner without the logs can change how the flames behave and may cause the appliance to operate outside of its tested and certified configuration. Check the owner's manual to verify if it is safe to use the appliance without the log set.

### **Part 3 – Maintenance & Cleaning**

#### 1. How often should I clean my gas logs?

Most homeowners should inspect and clean their gas logs once a year, ideally before the heating season begins.

Homes with pets, smokers, or heavy dust may require more frequent cleaning.

Annual cleaning helps:

- Maintain proper flame appearance
- Reduce soot buildup
- Improve efficiency
- Extend the life of the fireplace

#### 2. How do I clean ceramic gas logs?

Allow the fireplace to cool completely before cleaning.

Use:

- A soft paintbrush
- A dry microfiber cloth
- A vacuum with a soft brush attachment

Never scrub ceramic fiber logs aggressively, as the material is fragile and can be damaged easily.

Avoid household cleaners, solvents, or water unless specifically approved by the manufacturer.

### 3. Can I wash my gas logs with water?

Usually, no.

Many gas logs are made from ceramic fiber, which can absorb moisture and become damaged.

Water may also remove factory-applied coloring that gives the logs their realistic appearance.

Dry cleaning methods are almost always recommended.

### 4. Should I have my gas logs professionally serviced?

Yes, especially if the fireplace is used frequently.

Professional servicing typically includes:

- Gas pressure verification
- Safety inspection
- Leak testing
- Pilot adjustment
- Burner cleaning
- Ignition system testing
- Vent inspection (for vented models)

An annual service visit can help prevent unexpected problems during the heating season.

## **Part 4 – Appearance**

### 1. Why is black soot building up on my logs?

Soot forms when the gas isn't burning completely.

Possible causes include:

- Improper log placement
- Dirty burner ports

- Blocked air openings
- Incorrect gas pressure
- Damaged burner
- Using the wrong fuel
- Even moving a single log can dramatically affect flame patterns and soot production.

Heavy soot should never be ignored because it indicates improper combustion.

## 2. Can I rearrange my gas logs?

No.

Unlike wood logs, ceramic gas logs are engineered to sit in very specific positions.

Moving even one log can:

- Cause excessive soot
- Block flames
- Overheat components
- Reduce efficiency
- Create unsafe operating conditions

Always follow the manufacturer's log placement diagram.

## **Part 5 – Replacement**

### 1. How do I identify my gas log model?

The easiest way to identify your gas log set is by locating the rating plate or data tag. This label typically includes the manufacturer, model number, serial number, fuel type (Natural Gas or LP), and BTU rating.

Depending on the manufacturer, the rating plate may be located:

- On the burner pan
- Under the burner assembly
- Behind the control panel
- Inside the fireplace near the valve compartment
- Attached to the fireplace firebox

If the label is missing or unreadable, compare the burner, pilot assembly, valve, and log configuration to the manufacturer's parts diagrams or contact us for assistance.

## 2. Can I buy replacement logs only?

In many cases, yes.

Manufacturers often sell individual replacement logs or complete log sets for current models. However, if multiple logs are damaged or discontinued, replacing the complete log set may provide a better match in color and appearance.

Before ordering replacement logs, confirm:

- Manufacturer
- Model number
- Log number (if available)
- Fuel type
- Log style

Never operate the fireplace with broken or missing logs unless the manufacturer specifically approves it.

## 3. Can I mix logs from different manufacturers?

No.

Each log set is engineered to work with a specific burner.

Mixing logs from different models may:

- Cause soot
- Distort flames
- Block burner ports
- Reduce efficiency
- Create unsafe conditions

Always use the approved log set for your burner. Using logs from another model may result in poor flame appearance, excessive soot, or unsafe operation.

#### 4. Can discontinued fireplace parts still be found?

Sometimes.

Even after manufacturers discontinue a model, replacement parts may still be available through:

- Remaining distributor inventory
- Authorized parts suppliers
- Updated replacement kits

Availability varies by manufacturer and the age of the fireplace.