



CARE AND MAINTENANCE

# FIRE FEATURE

Now that your fire feature is installed, you'll want to properly care for it.

Follow these simple guidelines to keep your fire feature looking beautiful for years to come:

## CONCRETE

- Clean up spills as soon as possible and avoid trapping water under other surfaces such as soap containers, flower pots, coffee makers, microwaves, plates, dish mats/racks, etc. Trapped water with no way to evaporate can eventually work its way into the concrete and cause discoloration of the concrete and/or sealer.
- Avoid placing extremely hot items directly on your concrete surface. Concrete is very heat resistant, but again, the concern is damaging or discoloring the sealer.
- Avoid dragging sharp or hard objects across the concrete surface to prevent scratching. Minor white scratches should be expected throughout the piece from use over time. Applying Granite Gold Polish every now and then can fill in minor scratches and give your pieces a nice sheen.
- Acidic foods and beverages such as lemon juice, mustard, vinegar, wine, soda, tomatoes, etc, perfumes, colognes, cleaners that contain vinegar or citric acids, and other harsh chemicals or solvents such as ammonia, acetone, hydrogen peroxide, etc. should be cleaned off your concrete surface as soon as possible. These substances may "eat" through the sealer leaving a light hazing, and could possibly expose or stain your concrete.
- Avoid abrasive soaps, cleaners, or scrubbing pads that can wear down the sealer. Only use mild, non-abrasive, non-ammonia, non-acidic, non-vinegar, non-bleach soaps and cleaners. We recommend Simple Green Natural Stone Cleaner or similar.
- Please use standard care and precautions with your concrete products. Concrete is extremely durable, however it's not invincible. Excessive force or lack of care can do damage to your product.
- A weatherproof cover is recommended in order to keep your fire feature looking good for years. Be sure not to cover when wet. Trapped moisture can discolor or stain the concrete if not able to evaporate out.

## BURNER SYSTEM

- Annual inspection and cleaning of the fire feature is recommended. If at any time the flames exhibit any abnormal shapes or behavior, or if burner fails to ignite properly, then the burner holes located in bottom of gas jet orifices may require cleaning. The appliance can be cleaned by carefully removing the logs and media to allow access to burner. Use a brush to carefully remove dust, spider webs and loose particles. Periodical inspection by a qualified service technician of the air-intake is required to ensure your fire feature performs properly. Use a wire or small puncture tool and carefully insert in jet. Tool should be size of a small paper clip. If evidence of damage, burner must be replaced with the appropriate CROSSFIRE burner specified by manufacturer.
- (Electronic Ignition Only) Every six months or as needed, remove media, lava rock, or glass from around the pilot assembly. Clean the thermocouple of any soot using soft brush. Be careful not to damage the igniter element. Be sure when returning your media to the pit to cover your orifices to avoid blocking the jets. Once pilot assembly is clean, inspect to see flame that covers 3/8" to 1/2" of the thermocouple. Cleaning of pilot gas orifice may be required by removing pilot hood and removing orifice and cleaning out orifices from debris, soot or anything that may be preventing gas flow from exiting the pilot gas orifice.



## BURNER SYSTEM (CONT.)

- (Push Button Ignition Only) Every six months or as needed, visually inspect electrode and jet used for conductivity regularly to make sure it is free of debris and soot. Soot build up or obstructions of any kind can reduce effectiveness of spark. Without a strong spark, burner will not light. If spark is not strong enough, clean off/remove any soot from jet and, using fine grit sand paper, gently remove any rust from electrode. If spark is still not strong enough to light burner, check/replace batteries. If new batteries don't x the problem, replace the spark electrode.

## WARRANTY

Concrete Wave Design warrants for a period of one (1) year from the date of delivery that its products shall perform in a good manner in accordance with applicable standards. This warranty does not include or cover 1) hairline cracks in the concrete, 2) damage caused by incorrect or lack of cleaning or care, 3) damage caused by incorrect use, 4) damage caused by acts of abuse to the products such as scratches, chips, stains, trapped water, or other markings/damage, 5) damage caused by drilling into or attempting to alter the product from the way in which it was received, 6) damage caused by improper installation, or 7) shipping and/or freight charges.

**CONCRETE WAVE DESIGN SHALL HAVE NO LIABILITY OR OTHER RESPONSIBILITY TO THE CUSTOMER OR ANY THIRD PARTY WITH RESPECT TO ANY LIABILITY, LOSS OR DAMAGE ALLEGEDLY CAUSED DIRECTLY OR INDIRECTLY BY THE PRODUCTS OR SERVICES PROVIDED HEREUNDER, INCLUDING, BUT NOT LIMITED TO, ANY INTERRUPTION OF SERVICE, LOSS OF BUSINESS, ANTICIPATORY PROFITS, OR INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES.**

All claims must be made known to Concrete Wave Design within 7 days of incident. Any further damage caused from lack of correction of warranted issue will not be warranted

**For any concerns please email:  
[info@concretewavedesign.com](mailto:info@concretewavedesign.com)**