

AFIREWATER FAQ's



Descriptive Title	Overview of Issue	Descriptive Answer/Process
Architecture	Are the AFIREWATER units double-sided?	Yes, AFIREWATER is designed so you can view the 'flames' from either front or back of the fireplace. It's a 3D Flame effect.
AFIREWATER Plumbing	Is a backflow valve and pressure regulator required when directly plumbing the unit?	We pre-install both a backflow valve and pressure regulator into each AFIREWATER 'PREMIUM' model at the factory. AFIREWATER 'ORIGIN' MODELS cannot be direct plumbed at this time.
Canadian Shipping Fees	Are there additional fees for shipping to Canada?	Yes, the customer is responsible for paying Duties, Customs and local taxes prior to delivery.
AFIREWATER: Color Options	Can I change the color of the flames?	The PREMIUM model allows you to select from 30 pre-set color options from the included remote, or from any smart device using our dedicated APP for IOS/ANDROID.
Origin & Premium Comparison	What is the difference between the origin and premium models?	The ORIGIN is a base model and does not have all the features of the PREMIUM most notably the ability to change flame color, and there is no integrated pumping station for auto fill. The PREMIUM has all these features and more. Check the website for more info at this link: https://www.luminaproducts.com/collections/afirewater

Connecting Multiple Units	Can I make long ribbons of "Flame"?	AFIREWATER units can be ganged together to make long ribbons of 'flame' up to 40' long from one controller (PREMIUM Only). The units will speak to each other via WIFI and operate as one unit from a single remote or smart device.
Filling Water Vapor Units	Can I use filtered, distilled, or reverse osmosis water in my water vapor fireplace?	The flame effect is enhanced by the minerals and slight impurities in the water. These types of water treatments minimize the natural effect and can result in a reduced flame effect. We always recommend using tap water (which is also more economical). Do not use hard water without a softener.
AFIREWATER: Maintenance	What ongoing maintenance is required?	AFIREWATER is relatively maintenance free. Be sure your water is not too hard (refer to water hardness section in our installation guide). You may need to clean the tank and vents with a soft cloth from time to time. Check the filters on the intake fans (timing depends on the environment in which your fireplace is operating). You can expect the Mist Maker to last approximately 3500 hours. The LED lights are rated to last 2500 hours. All parts are easy to install, and available direct from your dealer or AFIRE USA/ Lumina Products.

AFIREWATER: Maintenance	Where can I find replacement parts for these units?	All parts are easy to install, and available direct from your dealer or AFIRE USA/ Lumina Products. Call (877) 395-0888 or email us at sales@luminaproducts.com
Pairing Remote	How to reset/reconnect remote?	Disconnect the device from the power. After some seconds reconnect it. Restart the pairing.