

Aquafire FAQ's



Descriptive Title	Overview of Issue	Descriptive Answer/Process
Aquafire Features	Does Aquafire produce heat?	No - the unit does not produce heat. There is an option to add an auxiliary heater to your fireplace. Contact us for more info: (877) 395-0888
International Shipping with Lumina	Can aFire ethanol burners or AFIREWATER units be shipped internationally?	Our US Warehouse will only ship to locations within North America. If you require shipment outside North America please contact us and we will determine if we can assist you, or we will refer you to a local partner in your country (if available).
Aquafire and Aromatherapy: Warning	Can you put aromatherapy in the water?	No, essential oils in the fragrance can create residue that can clog the mist maker and interior plumbing.
Water Hardness	Can you use Aquafire with hard water?	If you have hard water, you must install a water softener in the plumbing system ahead of the fireplace. Hard water will cause calcium buildups which will ultimately damage the internal workings of your fireplace. Check regularly for calcium build up and clean the unit if you see these occurring. If you are getting calcium buildups it indicates hard water - add a water softener.
Aquafire Sound	Do the Aquafire units produce sound?	The Aquafire units have a crackling-sound feature.

Aquafire Installation	Do the Aquafire units plug in to a standard wall receptacle like the AFIREWATER units?	No - the AQUAFIRE must be hard-wired. There is no plug included.
Aquafire Sizes	What size units are available for Aquafire?	Aquafire units are available only in 20" and 40" units. However, they can be ganged together to create long fire features
Aquafire: Colors	Can you change the color of flame?	No, the AFIREWATER Premium units are the only units that can change 'flame' color.
Required Power	How much power will be required for a 20 ft. ribbon of fire (Six modules)?	A circuit needs to be at least 24 Amps and the units must be wired in parallel. So each additional module requires at least 3.8 Amps of power. Two would require at least 9 Amps (5+4). The owner's manual for the AF 1000 40" unit calls for a common 15 Amp 120 Volt outlet. Ours do not have the heaters.
Contamination	Could there be backflow contamination once water is in the fireplace?	The water feeds an open tank and therefore it has an air gap that makes it impossible for water in the tank to backflow. Once water flows into the tank, there is no pressure that could cause a backflow.
Manufacturer Contact Information	Is there a number to call for replacement parts?	Contact 7-800-668-6663 ext. 1111 for all inquiries. You can also email CS.TradePro@glendimplexamericas.com for parts.