

F.A.Q. / Troubleshooting

Finishes & Materials

- *Can my lantern be converted from Natural Gas to Propane or vice versa?*

Yes, a special conversion kit is available specifically for Solara Lanterns. Please contact our Customer Service Representative.

- *What materials are the lanterns composed of?*

Lanterns are composed of 18 gauge steel sheets and scrolls. In addition, we have a special solid bronze model available.

- *What type of finish do the lanterns have, is the finish baked on, powder coated?*

A flat black high temp corrosion resistant base coat is applied to the lantern and our skilled artisans apply by hand our beautiful faux finishes.

Installation Requirements

- *Can these lanterns run on propane gas?*

Our lanterns are manufactured to run on either Propane or Natural gas. Specify type of gas at time of order placement.

- *What do I need to run a gas lantern?*

Depending on the type of lantern we offer natural gas as well as propane. It is the customer's responsibility to run gas lines and power (if necessary) to the proposed installation spot.

- *What is the difference between a direct gas line, manual gas, and electronic gas ignition?*

A direct gas line is a fixture that has a direct gas valve without a safety shut off. A manual gas fixture is composed of a manual gas valve with a built in safety shut off valve. In case the flame should accidentally go out, the valve will automatically shut off the gas. An electronic gas fixture has an electronic system that reignites the fixture with an electronic spark. It also comes with the safety shut off feature.

Maintenance & Troubleshooting

- *Can I adjust my flame height?*

No, flames are pre calibrated in factory with the appropriate orifice depending on the size of lantern. This prevents excessive heat build up in fixture.

- *How am I to keep the lanterns clean?*

Reference [Troubleshooting Guide](#).

- *I have several lanterns but they are not lighting at the same time, what is wrong?*

Placement of lantern could be a possibility since all lanterns have a photocell assembly and need to sense light in order to turn it on or off. Reference [Troubleshooting Guide](#).

- *What is causing the soot build up in my lanterns?*

It's necessary to clean and service lanterns approximately every 3 to 4 months. Insects are also a major contributor to clogged parts. Reference [Troubleshooting Guide](#)

- *Why is the flame going out on my Manual Gas lantern?*

Check for openings between glass and frame; make sure glass is centered within the frame. Reference [Troubleshooting Guide](#).

- *Why is the shape of the flame distorted or too small?*

It is likely that the burner tip is clogged reference >maintenance requirements> section in the Safety troubleshooting guide.

Parts & Returns

- *How do I go about getting replacement parts?*

Call or fax customer service requesting replacement parts. Specific order information will be required based on the lantern in question. A possible charge may apply depending on warranty status.

Performance & Operation

- *Are the lanterns Solar powered?*

No, they are not solar powered but our electrical gas models do have a photocell in the electrical system which reacts to sunlight to turn the lantern off during the day, and relight it when the sun goes down.

- *Can I convert an existing lantern to gas with electronic ignition?*

This is not recommended, please contact Technical support for more information.

- *How much light do the lanterns emit?*
- These gas lights are really intended for ambience and beauty, the amount of light is roughly equivalent to a 25w bulb.
- *How will they withstand the weather elements?*

The lanterns are specially covered for weather resistance. [See Special Limited Warranty](#)

- *I have a small blue flame in the back of the lantern but no true yellow flame*
- *My flame is not igniting?*

Burner tip is likely to be clogged. Reference [Troubleshooting Guide](#).

- *My lantern makes a clicking noise but there is no flame?*

Please reference the troubleshooting guide.

- *What happens if the flame blows out and does not reignite on its own?*

If you purchased a direct gas lantern then you must turn off the valve manually to avoid the gas leaks. A manual gas and electronic gas lantern has a built in shut off valve in case the flame goes out to avoid a gas leak. Reference [Troubleshooting Guide](#).

- *What is the average BTU's and cost for running a gas lantern?*

The average usage is 2900btu/hr at a approximate cost of \$20.00 a month.

- *Why does the flame on my lanterns flicker?*

It is likely that it is not getting the necessary amount of oxygen through the bottom vents on lantern. Check to see if vents are obstructed with insects, dust and other debris. Reference [Troubleshooting Guide](#).

Safety

- *Do I need an exterior shut off valve for each lantern?*

Consult your city code requirements on this issue. It is recommended that you have one for safety reasons depending on the type of lantern purchased.

- *Is it safe to run gas lanterns at my home?*

Yes, it safe as long as you have the appropriate connections by a certified or licensed plumber.

- *What voltage is required to operate the electronic gas lanterns, are these low voltage?*

These lanterns operate on 110V, but we use a 24V transformer for low voltage usage inside the electric gas unit.

- *Who needs to install the lanterns?*

We prefer that you hire a licensed and or certified plumber or electrician to install fixtures depending on the type of fixture you purchased. Ex: manual gas vs. electronic gas. Failure to do so may void your warranty. All gas lines ran to the proposed site must be properly purged with air and prepared by a licensed plumber.

Miscellaneous

- *Are all your products UL approved?*

All of our products with the exception of the direct line models are UL listed and approved.

- *Are the gas lanterns approved for indoor use*

All of our lanterns are currently approved for outdoor use, we are in the process of acquiring a UL listing for indoor application.