

Real Flame® Frequently Asked Questions

Q: Do I need a chimney or a vent to install a Real Flame® Fireplace?

A: No. All Real Flame® fireplaces are portable, ventless units that can be used in just about any room in your home or office. Real Flame® fireplaces are perfect for family rooms, living rooms, kitchens, great rooms, recreation rooms, dining rooms, bedrooms and even bathrooms – any place you want to add the warmth and ambiance of a cozy, in-home fireplace.

Q: How long will it take to assemble my Real Flame® fireplace?

A: After the parts are unpacked and ready to assemble, it should take an average of 30 minutes to assemble each unit. Easy to follow, step-by-step assembly instructions are provided. Once the fireplace is assembled and in place, you're only minutes away from enjoying your Real Flame® crackling fire.

Q: How does a Real Flame® fireplace work?

A: All Real Flame® fireplaces burn premium Real Flame gel fuel, the leading brand of jelled alcohol fuel on the market. Real Flame® gel is an environmentally friendly, non-toxic, clean burning gel that doesn't leave soot or ashes behind – so there's no messy clean up! Best of all, Real Flame® creates a bright yellow, orange and red flame that leaps and crackles just like a real wood fire. To light the gel fuel cans, simply peel off and save the outside label, remove the lid, insert the can behind the log set and light. It's that easy!

Q: How long does Real Flame® gel fuel burn?

A: Each can of Real Flame® gel fuel is designed to burn for up to 2 ½ to 3 hours long, just like a regular wood log. If you wish to create a fire for a shorter period of time, simply extinguish the flame and re-cap the can. Re-use any remaining gel fuel for your next fire. For each fire, you may use one to three cans of gel fuel at a time, depending on the size of fire you wish to create.

Q: Where should I store my Real Flame® Gel Fuel?

A: Real Flame® gel fuel is best stored in a cool and dry place in your home, away from open flames, sparks or flammable materials. It is recommended that Real Flame® gel fuel be used within twelve months of receipt.

Q: Can I use my Real Flame® fireplace to heat my home?

A: Although Real Flame® is not designed to be used as a heating source, each can of Real Flame® gel fuel generates approximately 3,000 BTUs per hour when burning. This will create a noticeable warming in a standard-sized room.