

FREQUENTLY ASKED QUESTIONS

Q - What is the burn time of the Eco-burner?

A - Approximately 7.5 hours on low and 5 hours on high.

Q - How should I store the Eco-burners?

A - For safety reasons, the filled Eco-burners should be stored upside-down.

Q - How long should I wait before refilling the Eco-burner after use?

A – It is recommended that you wait approximately 5 minutes until the Eco-burner has fully cooled before refilling.

Q - Where should I store the gas canisters?

A - The gas should be stored in a well-ventilated area away from naked flames.

Q - Where should I have the filling station?

A - Select an area that is well ventilated and away from naked flames.

Q - Where do I dispose of the empty gas canisters?

A - Empty gas canisters can be disposed of in a regular recycle bin.

Q - Can I use other fuels in the Eco-burner?

A - No, the Eco-burners will only operate with the recommended Eco-burner fuel. Using other fuels may damage your Eco-burner and void your warranty. Eco-burner certification is only valid when the Eco-burner is used in conjunction with the approved Eco-burner gas.

Q – Can I put an enclosure around the Eco-Burner when it is turned on?

A – No. A fully enclosed area where the Eco-Burner is located is technically an oven and will increase temperatures to a level that will destroy the burner. For example - Completely wrapping the base of the chaffing dish with foil or if the roll top lid of your chaffing dish opens a full 180 degrees and completely encapsulates the burner.