

# HOMEFIRES

*America's Exclusive Distributor of Real Flame® Firebaskets*

Thank you for your interest in Homefires firebaskets made by Real Flame®, Europe's largest manufacturer of gas coal and gas log fires. Homefires is proud to be the exclusive North American distributor of Real Flame® firebaskets. Since 1972, Real Flame® has sold over 200,000 fires to the most discriminating customers in the world.

The quality of our firebaskets is unmatched. Handmade by English country craftsmen, each firebasket is a unique work of art. You will cherish the warmth and glow of the fire when the firebasket is turned on, but you will also appreciate the beauty of the piece even without an active fire. Homefires offers a wide variety of sizes, styles and options, so you are sure to find the perfect firebasket for your room.

Enclosed you will find information to help you learn more about us and our products, including company information, styles, frequently asked questions, customer testimonials, brochures and dimensions.

What we do here at Homefires is rare these days; we sell a handmade product that actually exceeds the expectations of the people who buy them. Feel free to read our testimonials; we are always committed to our customer and always stand by our product.

Thank you again for your interest, and please feel free to contact us with any additional questions. Be sure to visit [www.homefiresusa.com](http://www.homefiresusa.com) for more detailed information.

Sincerely,

Alex Radmard  
President

[www.homefiresusa.com](http://www.homefiresusa.com)

2644 Shenandoah Avenue • Charlotte, North Carolina • 28205  
Toll free: 1.800.749.4049 • Local: 704.376.9747 • [alex@homefiresusa.com](mailto:alex@homefiresusa.com)

## **About Homefires**

### **A Tradition of Excellence**

Homefires, America's exclusive distributor for Real Flame® firebaskets since 1994, has set out to change the American fireplace market. Representing the pinnacle of luxury in fireplace design, our firebaskets combine the traditional charm of a warm, lively flame with the modern convenience of gas to create instant atmosphere in any room. Although, the firebaskets can be used for their original purpose of burning solid fuel, or be fitted with an electric insert for those with non-functional fireplaces. With so many options, this unique and stylish alternative is sure to please even the most discerning customer.

Although the core of our business is the English firegrate, we use our expertise to deliver a variety of other fireplace products. And because we have catered to the designer market since 1994, you can always expect a Homefires product to be better than the rest.

As the exclusive importer and distributor of Real Flame® fires in North America, Homefires has many satisfied customers throughout the U.S. and Canada. We have acquired vast experience in designing, decorating and furnishing all types of fireplaces for homes large and small.

### **Superior Craftsmanship**

Inspired by the authentic firebaskets (a.k.a. dog grates) of the 18th century, our Real Flame® firebaskets are made with respect to the true character of the period. English country craftsmen cast the brass, steel and iron components of each firebasket using carefully preserved original patterns. Before they are assembled into the finished firebasket, the castings are hand-polished with endless care to achieve the mirror-like finish that is so prized.

Although considered a work of art, one should not be afraid to actively use a Real Flame® firebasket. On the contrary, our fires only get better and more realistic with age. Originally designed for use with coal or peat, our firebaskets can certainly be used with solid fuel; but a gas-fired system is hassle free and can be fully remote controlled if desired.

### **Style, Convenience and Safety**

While everyone can appreciate the warmth and ambiance of a fire when it is raging in the hearth, Homefires wants to provide our customers with more than just flames. Our firebaskets are decorative pieces that add style and charm to a room both when they are burning, and when they are turned off. Our fires give you the comfort, warmth, and convenience of gas while providing an extremely cost efficient, clean, and aesthetically pleasing way to warm a room.

We offer a variety of styles, each of which is exceptionally crafted. From simple inexpensive steel firebaskets to fully polished steel and brass works of art, Homefires has a firebasket to meet your needs and your budget.

A vented gas fire is our most popular, and recommended, type of burner which work under the same principles as U.S. vented gas log sets. A vent-free gas fire or an electric fire is available for a fireplace without a flue, or a non-functioning flue. The Real Flame® firebaskets are equipped with gas burners built in-house here at our Charlotte, North Carolina facility. Each fire is repeatedly tested and inspected before being packaged and delivered. Any professional heating or plumbing contractor can install these units.

## **Why Choose a Real Flame® Firebasket?**

Simply put, our products are beautiful works of art that hold so much value; you will be shocked at how well they tie a room together.

The remote controlled burner system used with our vented gas fires is almost completely hidden, designed to meet all safety regulations, and most importantly it is designed for durability. Because all of our coals and embers are contained within the firegrate, the fire will not be missing components or materials 10, 20, or 30 years down the road. This is a very important aspect of our systems that greatly sets our product apart from gas log sets.

If you are seeking beauty and elegance for your fireplace, in addition to form and function, then look no further.

## **Styles**

All Real Flame® firebaskets are manufactured using the same exacting methods. Since they all operate with identical principles, the only thing you need to do is choose which style is appropriate for your room and the size of your fireplace.

To get started, first measure your fireplace. Next, use the Dimensions to determine exactly which styles can fit in your fireplace. Then, simply choose your firebasket from the selection of styles that will fit in your fireplace.

With a selection of over 50 different styles, Homefires is sure to have a firebasket to fit your needs and your budget. The list below describes the collections we offer. You can also visit [www.homefiresusa.com](http://www.homefiresusa.com) to view our complete collection.

## **Frequently Asked Questions**

Following are some of the most common questions and answers. If you still have any concerns please feel free to contact us anytime at 1-800-749-4049.

### **Will a Homefires decorative fire work in my fireplace?**

A Homefires unit that is equipped with a **vented** fire on natural or propane gas, or using solid fuel, is only to be installed in a fully vented fireplace or a pre-fabricated firebox with a completely functional vertically vented flue; this type of fireplace is rated for wood burning. A vented gas coal fire is our most popular, best looking, and most realistic type of system.

If you have a direct vent, vent-less, or non-functional fireplace; we do carry both **electric** and **vent-free** systems. The electric firebasket can be installed in nearly any application. The vent-free gas fire can be installed in either a vent-less or non-functional fireplace as long as it meets certain criteria (adequate combustion air and clearance to combustibles). As with the rest of our products, the electric insert and vent-free burner are top-quality and fitted for American standards.

### **What size fireplace do I need?**

One of the many benefits of our fires is that they come in a variety of styles and sizes. Unlike American gas logs that are generally 18", 24" or 36", our units come in a variety of sizes. Many of which can be made-to-measure, which is an extremely rare characteristic for the fireplace industry. Homefires is one of the few companies left in America that delivers truly custom product. For aesthetic purposes we suggest you allow several inches on each side of the grate to

help keep everything in proportion. If you would like help finding a proportional choice please call a Homefires representative and we will be happy to assist you.

### **What size flue do I need?**

In general our **vented** fires require a chimney flue of at LEAST 7" in diameter to clear its fumes. The flue size and height must be related to the size of the fireplace opening for any fire to draw and burn properly. The proper ratio is crucial or many different problems could result. As a general rule, if a flue's cross-sectional area (flue width X flue depth for rectangular flues) is less than 1/10th the fireplace opening's area (width X height), that fireplace may spill. Or if the fireplace opening's height is more than 2/3 its width, the fireplace may spill. If you have any doubts or concerns regarding the integrity of your flue or if you have ever had a problem with sooting, then to avoid a potentially dangerous situation, Homefires recommends contacting a local chimney professional before installing any vented gas appliance.

Our **vent-free** fires do not require a flue, but do have some clearance to combustibles requirements; in general, this means that the mantel cannot be too close to the top of the fireplace opening. If you do not have a functioning flue, and are looking into a vent-free firebasket, please call us at 1-800-749-4049 to discuss the specifics.

The **electric** system does not require a flue, or even a fireplace for that matter.

### **Should I choose a vented or a vent-free gas fire?**

Real Flame® firebaskets look best with a vented fire, so we highly recommend using a vented fire whenever possible. A vent-free fire should only be used for a fireplace that does not have a functional flue.

### **Will these models work with a remote control?**

Yes. Our natural gas and propane burners can be controlled with a handheld remote control. These burners do not depend on external wiring/electricity and operate with common batteries.

### **Will my decorative grate look shiny and new forever?**

Due to the nature of the product, some changes in the appearance of your grate will develop over time. Every fire burns differently so it is impossible to say exactly how your firebasket will look in ten years. We believe that our fires only get better with age and look more realistic the more they are used. The impingement of the flames at about 600°C on the black surface of the back plates may eventually take the black coloring off and leave the natural gray color of the iron or steel. This is perfectly normal and cannot be prevented. The front steel bars, again after flame impingement, may discolor over time due to the intense heat. If you prefer to keep the shiny and new look you may paint the back plate with black stove paint; and for the front bars, contact us for an instruction guide to remove impingement on the front bars. In Europe, no one ever polishes their grate. In fact, people regularly want to buy used or display grates that look more like antiques. The brass does have a heat resistant lacquer on it and should not be cleaned with any type of cleaning agent. There really is no maintenance in keeping up your firebasket; they will last for hundreds of years without help!

### **Will this unit heat up a room?**

Our fires are designed and tested as decorative appliances, and are not designed as a primary heat source. Each unit takes 35,000 – 70,000 BTU per hour depending on the gas used and size of the unit, which is similar to most US gas logs.

**Can the amount of heat be controlled by reducing the damper opening?**

No, this is not recommended and is very dangerous. The damper must be completely open when the fire is on.

**Is the flame height adjustable?**

Yes.

**What is the difference between a manual and pilot burner?**

A manual burner is one where the components sent by Homefires have no control over the flow of the gas; they are essentially just metal tubes with holes in them. For a manual (match lit) burner, the gas is controlled by a gas cock or key valve on the actual gas line.

A pilot burner is a burner with a gas valve that will control the flow of gas. Safety pilots are optional for natural gas and required for liquid propane gas. Some cities or municipalities may require a safety pilot regardless of the type of gas you are burning. Homefires is not responsible for knowing the specifics of your local building and safety codes. All burners are test-fired before shipment to insure that they are working properly.

**Is a carbon monoxide detector required with these firebaskets?**

Yes, Homefires recommends installing a CO detector in any home with any type of gas appliance. The U.S. Consumer Product Safety Commission recommends that a CO detector be installed in all homes that use fossil-burning appliances or have an attached garage on each floor of the home.

**How long does it take to receive my new Gas Coal Fire?**

It depends on the availability of the item. In most cases firegrates are special order and will start production when you order. These grates are not stocked, everything is handmade, and for this reason the lead times can be between 12-20 weeks. However, if you do order a stock model, the lead time is generally less than 4 weeks, as Homefires still needs time to physically fabricate the burner you choose. We understand this is a long lead time, but implore you to be patient. The nature of the product requires time and energy to deliver properly, so we do not rush our English counterparts, they take as long as they take. And that is how the end product comes to us with such immaculate quality.

**How are they shipped?**

Most of the smaller grates are shipped via Fed Ex, while the larger units must go freight. All of the carriers we use will deliver to your door and all freight is prepaid and insured.

**Are they easy to install?**

Yes. These units simply sit inside of your firebox and are connected to the gas line. If you do not have gas in your fireplace already, then you will need to contact a heating contractor or plumber about having the gas line run to your fireplace. This same person can also install your unit for you. A ½" iron pipe should be brought to your fireplace with a nominal inlet gas pressure of 7 inches w.c. when using natural gas (this is standard for any gas log set). The connection to the burner tray is made with either 3/8" copper tubing or provided flex-pipe. If you are installing a gas coal fire in a pre-fab firebox make sure that the pre-fab model you are using has a punch-out for the gas line and is rated for vertically vented gas logs or wood-burning. You can print out installation instructions for any of our fires from our web site [www.homefiresusa.com](http://www.homefiresusa.com).

**Who can install my new fireplace?**

Any certified technician/plumber/heating contractor capable of installing a gas log set can install one of our units. Although the grates are manufactured in England we build the burners

domestically and they use the exact same type of fittings a normal gas log set would use. If any questions arise during installation your technician can call 1-800-749-4049 for technical support.

### **What comes with my purchase?**

Every firebasket (when purchased with a gas burner and coals) is equipped with:

- One (1) bag of ceramic fiber coal chunks. (Each bag contains 45-50 pieces which is enough to fill all of our grates)
- One (1) gas burner tray
- One (1) bag of silica sand for use in the burner tray (vermiculite supplied with Propane burners)
- One type of ember for use in the burner to provide additional effect
- All necessary fittings needed for installation (for manual installations the installer will provide the floor key valve)
- A damper clamp (to lock open the chimney damper if it is not removed)
- Owners manual and installation instructions

### **Does Homefires stand behind its products?**

Yes - Guarantee / Warranty

*These logs and coals are guaranteed against breakage under normal use for their replacement for a period of four years from the date of invoice. All other components are guaranteed against defects in material and workmanship for a period of two years from the date of invoice. This excludes variations in color that occur naturally from heat impingement. Claims under this warranty should be accompanied by the original purchase invoice. This warranty does not apply in the case of improper installation, neglect, accident, water-damage, misuse or as a result of modifications of the original product. All costs for removal and reinstallation are the expressed responsibility of the purchaser. Failure to follow all instructions in the Owner's Manual will also void this warranty. If this item fails due to defect in material or craftsmanship, we will replace or repair, at our option, free of charge. Real Flame® and AQR Incorporated will not be liable for incidental or consequential damages.*

### **What firebox should I use with your firebaskets?**

For new construction we frequently refer people to install an Isokern unit. Homefires is an Isokern dealer and can help with the selection of the proper unit, depending on the style firebasket you prefer.

### **Testimonials**

"I love my coal grate. It is the fire of my childhood and the source of many happy memories of warmth and love."

Alice – Louisiana

"Last weekend we cut on the gas coal fire that we purchased from you. It was all that we wanted and expected. We spent several evenings enjoying a very cozy time reading and sipping."

Sandy – South Carolina

"Our firebasket is installed and we are thrilled with the results! The neighbors have by happening by and they can't believe how real it looks. Neither can we. These products exceeded our very high expectations. Thanks for a great product and personal service."

Patty – Missouri

“When we lit the fire the first time it seemed meant to be and fit so well with the room and the house. Rest assured that we will be referring you to all of our friends.”

Andy – Virginia

“We are very pleased with our new gas coal fire, and impressed by your professional, courteous, and efficient service. We will be happy to recommend your products to our friends.”

Jim – New Jersey

“Thank you for being a business which stands behind your products. It is very gratifying to do business with honest folks. It’s all too rare these days.”

Mark – Circuit Court Judge, Texas

“Whoa! This is the greatest thing we have ever bought. It was the hit of Christmas Eve. We are nuts about it! My husband even looked at me last evening and said, “Boy, I’m glad you talked me into buying that.”

Pay – Jacksonville, FL

“This Connaught is a beautiful addition to my living room. I only wish we had bought one sooner.”

Mrs. Perry – Charlotte, NC

“I cannot tell you how much we love our coal grates. Everyone that came over during Christmas though we were burning real coal.”

Tricia – Lexington, NC

“The Morehead Inn and The VanLandingham Estate are Charlotte’s most unique Southern Estates. As such, we pride ourselves on our antiques, beautiful architectural accents, attention to details, and warm hospitality. Part of our welcoming feel are our fireplaces that feature the Homefires “coal” basket as that was the manner in which the homes were heated at the time the Inns were built. Actually, we have five between the two properties and have had more than a few guests comments on their beauty and uniqueness – sometimes inquiring where they came from as they would love a set in their homes. We have, with high recommendation, forwarded your name and contact information. They not only look great, they WORK great!” Helen – Manager, The Morehead Inn

“We were lucky to find Chad Smith and the Homefires team when he first stated the company years ago. Since then, we (and our clients) have been delighted both with the product and the service we have received. This is a unique, top-quality product. The coals look so much more realistic and inviting than the usual logs. The grates are fabulous, from the high elegance of the brass Connaught and Cumberland, the beautiful Large French, to the charm of the polished iron Regency and the understated Four Urn Warwick. There is always the perfect choice for any kind of fireplace and décor.”

Penney – Lanark House Design, New York

“Homefires is a great resource for any homeowner with a discerning eye. It’s perfect for the person that wants quality and sophistication. When you want timeless elegance in your home this is certainly a way to achieve it.”

Cindy – Elizabeth Interiors

“For convenience, cleanliness, and instant atmosphere these authentic reproductions are a must for the discerning homeowner.”

Heather – Interior Designer

“I love Homefires. These authentic English brass fires fit in so well with the period décor of our hotel, The Wilcox. They offer the ease and convenience of a gas fireplace, yet look infinitely more elegant and believable than gas logs. The choice of styles allowed me to perfectly coordinate the décor of each of our twenty-two guest, spa and public rooms.”

Christie – Executive Vice President, The Garrett Hotel Group

**“I wanted to let you know that we finally had our coal firebaskets installed earlier this week and they are SPECTULAR!!! My wife and I are extremely pleased with the quality, ease of use and the absolute beauty they add to our home. We look forward to doing business with you again in the future.  
Joe – Pittsburgh, PA**