

Frequently Asked Questions (FAQ's)

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Q We have experienced poor results with other DEG (diethylene glycol) wicked chafing fuels. Is Easy Heat® any different?

A Yes, Easy Heat® is different. Its unique split wick burner produces a twin-flame which results in more heat and a more efficient burn. We can confidently say no other DEG wicked product works better. (We have patented the difference.)

Q Will Easy Heat® perform as well as jellied alcohol chafing fuels in keeping food at required temperatures?

A Yes. Hollowick has conducted extensive testing using automatic recording equipment to measure temperature. Easy Heat® performs as well as the most common USA-made jellied alcohol chafing fuel. Chefs tell us that Easy Heat® maintains the required food temperature.

Q Does Easy Heat® keep food at required temperatures when the chafing dish cover is removed?

A Yes, Easy Heat® results track almost identically the test results published by the most common USA-made jellied alcohol chafing fuel.

Q Does Easy Heat® cost more or less to use than jellied alcohol chafing fuel?

A When comparing costs per burn hour, Easy Heat® is less expensive to use than disposable jellied alcohol chafing fuels. Cost per burn hour is the most accurate way to compare fuels. One case of 24 cans of Easy Heat® provides the same total burn time as one case of 72 cans of jellied alcohol product. This is because one can of EZ 6-3-8 (9.5 oz.) burns for six hours at the standard heat setting and one can (8 oz.) of the most common USA-made jellied alcohol chafing fuel burns for two hours. Therefore, both cases burn 144 hours. So, compare case cost and cost per burn hour, not the cost per can.

Q Are there other cost savings by using Easy Heat®?

A Yes. You burn all the fuel you paid for. You do not get the wasted, half-burned cans typical with jellied alcohol chafing fuel. In addition, you save labor time by not having to change chafing fuel cans during a typical serving period. You save storage space since 24 cans replace the burn time of 72 cans. You avoid costly injuries caused by touching hot cans, characteristic of jellied alcohol chafing fuel. Easy Heat® cans do not get hot when they are burning.

Q Is Easy Heat® more flammable than jellied alcohol chafing fuel?

A No, Easy Heat® is classified as nonflammable. No D.O.T. (Department of Transportation) restrictions apply. Easy Heat® is safe enough to ship by air freight, if necessary. And because Easy Heat® is in a sealed container, very little fuel would leak out if the can were accidentally knocked over, unlike some jellied alcohol chafing fuel products. There are neither shipping nor storage concerns with Easy Heat®.

Q Is Easy Heat® clean-burning? Does it have an odor?

A Easy Heat® is clean-burning and has no odor. Although Easy Heat® burns without smoke or odor, it will leave a small deposit of black soot on the bottom of the water pan. This deposit is true of all diethylene glycol fuels. The deposit is easily removed with soap, water and a scrub pad. When burning, you will not detect any odor, unlike some jellied alcohol chafing fuel products. When the Easy Heat® can runs dry of fuel, the last thing to burn is the wick. This will produce a slight odor for a minute or two, and is a signal to replace the fuel can.



Q Is the Easy Heat® can placed in the same location under the chafing dish as the jellied alcohol chafing fuel can?

A Not necessarily. Since the Easy Heat® can has a wick sitting on top of the can, it puts the flame closer to the water pan than the jellied alcohol chafing fuel product. It also means the flame is always the same distance from the water pan from start to finish, unlike jellied alcohol chafing fuel where the flame gradually becomes lower in the can. Reading our instructions on where to place the can is extremely important. Chafing dishes vary widely on the distance from the fuel retainer to the water pan. Proper placement will ensure the best possible results.

Q I notice your product allows for three heat settings. When would I use the high heat and low heat settings?

A The high heat setting is used two ways. First, if a quick start-up is required and you need to get the water bath up to boiling quickly, set two cans under a double chafer at high heat. Or, you can use one can of Easy Heat® set at high heat under a double chafer and get the same amount of heat as you would from two cans of jellied alcohol chafing fuel product. EZ 6-3-8 set at high heat will burn for three hours. So, if you have a 2 1/2 - 3 hour serving period, one can of Easy Heat® EZ 6-3-8 set at high heat will cover the serving period and will replace four cans of jellied alcohol chafing fuel product required for the same time period. The low heat setting would be used under a coffee urn where you do not want the beverage to boil but just want to keep it warm.

Q Should I recap Easy Heat® cans between uses?

A Yes, always recap between uses. This is a good housekeeping rule. If not recapped, the wick will absorb moisture from the air and will be harder to light; and it may spit and sputter for a minute or two while moisture in the wick is boiled away.

Q I have used other fiberglass wicked chafing fuel products and found that they don't burn as hot the second time I burn the can. Is Easy Heat® different?

A Yes, Easy Heat® is different. Easy Heat® has a unique, high-performance wick material, so you will get the same amount of heat the second or third time you burn the can as you did the first time.

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