



APPOINTMENT TIPS

★ Making an **annual** end-of-season appointment in the spring or summer is the **best** time for preventative maintenance. Not only do those musty creosote odors get brushed away, but you are also proactively ensuring repairs are addressed, your liner warranty is covered, and you are prepared for the upcoming heat season! We typically book 4-6 weeks out so reserve a time today!

DAY BEFORE

With the exception of your furnace, boiler or water heater, the appliance and its venting *must be cool to the touch* (NO hot coals) when we arrive. **Please do not light a fire for about 24-36 hours before we are scheduled to visit.**

If the appliance is on or unsafe to inspect and/or sweep, a \$250 fee will be imposed and the appointment will be rescheduled.

DAY OF

- Secure your pets and children.
- We will need access to the interior of your home, specifically where the appliance connects to the chimney. We may also need access to your roof to inspect or gather information from an exterior vantage point.
- We require approximately 5' - 6' of clear space around the appliance for our equipment and an accessible path to the appliance.
- Remove fragile items from the area near the appliance.
- Provide owner's manual for pellet stove or gas appliance servicing.
- The homeowner, or designee aged 18 years or older with the authority to sign off on the completion of services, must be present for the duration of the appointment.
- Payment is due upon completion of service(s). We accept all major credit cards and personal/bank checks as well as cash (exact amount only).

- We cannot tell if your appliance is functional until we inspect it. A Level (I) Inspection (visual) is standard per the NFPA 211 Code. A Level (1) inspection does not require us to get on the roof – we will get on the roof if it is safe to do so. We have the necessary tools and equipment to perform an inspection and sweep if needed from inside the home. An inspection must be performed before the flue is swept. If the flue cannot, or does not need to be swept, the inspection fee will still apply. A Level (II) Inspection incorporates the use of a camera and is recommended for real estate transactions and internal or external events/heat incidents. <https://www.csia.org/inspections.html>
- When flues are exceptionally dirty/have an overabundance of creosote that requires additional time to remove, an additional fee of \$150 will apply to the base inspection/sweep service price.
- Quotes are typically a complimentary service, however, if additional information or equipment is essential to better understand the scope of work, you will be notified and an inspection fee and/or equipment fee will be charged for accordingly.
- A quote is typically scheduled for 1 - 1.5 hours, inspection/sweep of a flue is typically scheduled for 1.5 – 2 hours and a full pellet stove cleaning and flue inspection/sweep is typically scheduled for 2.5 hours.
- Our crews are available from 9AM – 5PM Monday through Friday; we do not offer weekend appointments.
- Please note that if service is cancelled with less than 24 hours' notice, we are unable to access the home upon arrival, or we are turned away at the door, a cancellation fee of \$250 will apply.
- The Crown Chimney office is closed on major holidays and on days the SAU 15 Superintendent announces a delay or cancellation in area public schools. Management has the discretion to reschedule appointments due to wind/snow/rain weather advisories, storms and situations that could impact the safety of our crews.