



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! October – April visits risk being rescheduled for priority no-heat emergencies.

DAY BEFORE

Except for your furnace, boiler, or water heater, the appliance and its venting must be cool to the touch, and soot/coins must be removed from the firebox/stove in preparation for our arrival.

Please do not light a fire for about 24-36 hours before our scheduled visit.

If the solid-fuel appliance is on/hot or unsafe for services, 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 your pellet stove or gas appliance(s).
- The homeowner, or designee, aged 18 years or older with the authority to approve of and sign off on the completion of all 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. 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, change of appliance, insurance claims, internal heat events or natural damage/disaster. <https://www.csa.org/inspections.html>
- We have the necessary tools and equipment to conduct a Level (I) Inspection from inside the home in the event inclement weather or unsafe conditions prevent us from accessing the roof.
- When flues are exceptionally dirty/have an overabundance of creosote that requires additional time to remove, an additional fee will apply to the base inspection/sweep service price.
- A quote for **known repairs** is typically a complimentary service; however, if additional information or equipment is required to better understand the scope of work, you will be notified, and an inspection fee and/or equipment fee will be charged accordingly.
- A quote is scheduled for 1 hour, an inspection/sweep of a flue is typically scheduled for 1.5 hours, and a full pellet stove and flue cleaning is typically scheduled for 2.5 hours.
- Our crews are available from 8:30AM – 4:30PM Monday through Friday.
- 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.