



Quoted Work Tips

INTERIOR

- If your job requires the services of a contractor (electrician, gasfitter/HVAC), or tasks to be performed outside of the Crown Chimney scope, it is your responsibility to ensure that the work is completed BEFORE our arrival. **Photos to document completed services will be required before our crew dispatches.* A tentative install date will be provided but failure to be prepared for our arrival will involve rescheduling the quoted work. Should work not in fact be performed as required when our crew arrives, a \$500 lost-time fee and the rescheduling of the quoted work will be imposed. Address any questions with your Crown Chimney technician.
- Be mindful that each stone/slab/hearth pad is a unique work of art. Granite and natural materials quarried from the earth will feature shade variations, veins, unique markings and colors.
- Ensure the work is accessible; we require approximately 5' - 6' of clear space around the appliance for our equipment.
- Remove fragile or precious items from the area near the appliance.
- The homeowner, or designee aged 18 years or older with the authority to sign off on the completion of services must be present.
- Coordinate an appointment with your plumbing and heating company to have your furnace or boiler tuned immediately following the installation of your new liner to ensure optimal efficiency of the appliance.

EXTERIOR

- Exterior jobs are scheduled from mid-April to late-October as they require dry weather conditions and mild temperatures. IF Mother Nature does not cooperate, your appointment will be rescheduled.
- We will do our very best to match brick/block when rebuilding or repairing chimneys but please be aware that due to the natural fluctuations and colors in the new materials, you will notice a difference in the appearance between the old and new brick/block.
- If repointing is done on a selected area of the chimney, you will notice a difference in the appearance between the old and new mortar.
- Keep us apprised of any new home improvements (performed after our initial quote) that could affect our setup and work conditions prior to our arrival – examples include, but are not limited to, a new roof or new solar panels.
- We will need outdoor access to running water and electricity.
- Close windows and doors to minimize dust entering your home.

PLEASE:

- Secure your pets and children.
- Provide access to an outside path that is free of lawn furniture, foliage, snow, ice or any debris.
- Payment is due upon completion of service(s). We accept all major credit cards and personal/bank checks. Cash (exact amount only) may also be used.
- The Crown Chimney office is closed on major holidays and on days the SAU 15 Superintendent announces a weather-related delay or cancellation in area public schools.