



## APPOINTMENT TIPS

★ Making an 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're also proactively ensuring repairs are addressed, your liner warranty is covered, and you are prepared for the upcoming heating season!

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

### **DAY OF**

- 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.
- Remove fragile or precious items from the area near the appliance.
- Paperwork/manual associated with an appliance or its installation if available.
- Secure your pets and children.
- An outside path that is free of lawn furniture, foliage, snow, ice or any debris.
- 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. Cash (exact amount only) may be used.

- Our crews are available from 9AM – 5PM Monday through Friday; we do not offer weekend appointments.
- 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.
- 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.
- 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.
- The inspection/sweep of a flue is typically scheduled for 1.5 – 2 hours.
- A full pellet stove cleaning and flue inspection/sweep is typically scheduled for 2.5 hours.