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YOUR UPCOMING PELLETT STOVE APPOINTMENT

Good day,

Thank you for choosing The Original Chimney Sweep with your pellet stove needs. Please take a few moments and read through what to expect and how you can help keep your stove running in its peak condition. Pellet stoves are not just stoves, but computers. They are extremely intricate with many parts and no stove is built the same. Our technicians have been to pellet stove schooling and will continue their education throughout the years to adjust with the ever-evolving technology. With proper maintenance you will enjoy your pellet stove for many years.

Thank you,

The Original Chimney Sweep Team

Our office will call you the day before your appointment, as a reminder. We ask that if you need to cancel or reschedule, please give us a 48-hour notice.

Here's what you should expect:

- With every full pellet service, we will schedule a second appointment in case we need to repair or replace a part on the stove.
- Fully inspect your pellet stove and your pellet stove flue.
- If a cleaning is needed, that will be included in the service.
- Diagnose any repairs if applicable.
- Order the part to ensure arrival before the second appointment. Payment for the part must be paid in full before the next service date.
- Cost of the Full Pellet Service is 299.00.
- Payment is due upon completion of the work. We accept all major credit cards, checks, or cash.
- Customer Consultation – If you need to learn how to start your stove or how you should be adjusting your settings, ect. This is the time to ask the technician any questions you may have.

Before your appointment:

- We will call you the day before as a reminder.
- Please do not burn for at least 24 hours before your appointment.

Secondary appointment:

Your second appointment is in case a repair is needed. If during the Full Pellet Service, we find you don't need the additional appointment, we will cancel the appointment for you. The labor charge for this second appointment starts at 189.00.

If you have issues with your stove after your service, you will be charged a service fee of 189.00 plus the cost of the part.

If we installed a part and that part is somehow faulty, there will not be a charge to come back and repair or replace the faulty part.

WHAT YOU NEED TO DO WHEN OWNING A PELLETS STOVE:

Burn only premium pellets.

Ongoing maintenance – WEEKLY—You should clean the ash out of the burn chamber area and the ash pan, scrape the burn pot, and keep vital components free of ash.

Keep track of how many bags of pellets you are burning.

Schedule a full pellet service after 50 (1 Ton) bags have been burned. That equals one pallet of pellets.

WHAT TO EXPECT FOR YOUR APPOINTMENT

Thank you for choosing The Original Chimney Sweep for your chimney safety needs. We are fully licensed, insured, and certified.

Someone over the age of 18 must be present at the time of service. Please do not light your fireplace, wood stove, coal stove, or pellet stove at least 24 hours before your appointment.

Any recommendations and/or estimates given are valid for 30 days. If we need to return to your home later to re-estimate cost after the 30 days, you will be required to pay for an additional inspection.

Our business is weather sensitive and so is exterior brick and mortar work. Therefore, if we find that you need brickwork in the fall and due to weather, we are unable to complete the job before winter, and the exterior further deteriorates, there will be an increase in price. You will be notified if there is any price increase before we begin the project.

During your service we will perform a visual inspection. Our technicians will have pictures for you upon request. The visual inspection is not a certification of fire worthiness or safety. Since conditions of use are beyond our control, we make no warrantee of the safety or function of any appliance, and none is to be implied.

Our thorough & professional cleaning includes sweeping, brushing, vacuuming the chimney, smoke chamber and firebox either from the inside or outside depending on the appliance. We guarantee to try our best to keep dust to an absolute minimum and we take all the precautions to keep your home looking just how we found it. We lay clean drop cloths; we stand by our work and will try our very best to keep dust to an absolute minimum. We use HEPA filters in our professionally made chimney vacuums. However, some dust may occur. We will not be held liable for any dust that remains in the home after the cleaning.

We understand that life happens and there are circumstances beyond your control, however, to reschedule your appointment (within 24 hours) we will need to take your credit card information and if you cancel within the 24-hour period for the second appointment you will automatically be charged a 50.00 fee.