



Blazing Burners – Sweep & Stove Servicing Information Sheet

Sweeping & Servicing

It is widely recommended that your flue and stove should be serviced either at the end of, or at the start of the season in preparation for the winter ahead.

Having your flue swept is an annual necessity. The same applies to having your stove serviced.

It ensures both systems are working safely and effectively.

We use the latest power sweeping-kit, and a H-Class filtration hoover (Hazardous use).

Keeping your house and room tidy and soot free is important to us, so we lay down dust sheets and a floor protector.

We have comprehensive public liability insurance.

What are we offering and how does it work for you?

As we are very busy installing during the winter months, we are currently offering discounts on our standard sweep and service prices to entice our customers to get this necessary service performed in our off-season quieter months (April through to August). We schedule your appointments in advance and send you reminders. You only pay for each service once it is completed. There is no contract, just an honest agreement – we want to keep our winters free to focus on installations, and we're happy to give you a decent discount if you help us with this!

We have two different deals in place, designed to ensure you clearly make a saving. One is for open fires, and the other is for stoves. Both cover a three-year period locking the price for the duration.

Our current standard charges are £50.00 for a sweep, and the full stove sweep & service is £80.00.

Our "Agreement" charges are significantly less:

- £40.00 – Sweep
- £60.00 – Service & Sweep

Once the three-year period is up, we will look into forming a new agreement with you.

Scheduling

We'll work together to set a time and date that is suitable for both of us. Once we have agreed this, approximately three weeks before this date, you will receive a reminder.

A second reminder will be sent a few days before the appointment.

You can change this appointment as many times as you want free of charge. However, you may be charged a fee if you want to change your appointment within a full working day of the appointment if we fail to book someone else into your slot at such short notice. You'll also be charged a fee if we can't access your property on the agreed date. We think that's fair.

Please note: Our office hours are Mon-Fri 8.30 am – 4.30 pm.

On the actual service day

We all hate hanging around!

One of our team will call you when the technician is either at the last property or about to leave it to attend yours – this is typically about 30 - 60 minutes away. We may be running early! We may actually be running late (especially if we have encountered a bird's nest). In any case we'll let you know with as much notice as possible. We may need to re-schedule the appointment since we all have homes to go back to!

Why is the service important?

Your property insurance will demand it to ensure the policy remains valid.

If you have had a stove and flue installed, the respective manufacturers will demand it is serviced and swept to maintain the conditional warranty.

When flues are swept, stoves are often neglected, but if you have a stove it is an integral part of your system. Why would you have your car serviced but neglect to check the tyres and engine, but only look at the exhaust system?

The complete service ensures your flue and stove are working safely and efficiently. Simply by freeing up and cleaning out the air vents, and ensuring the gaskets and rope seals are airtight, your stove will perform more efficiently. Removing creosote build-up will prolong the body of your stove.

In fact, for every three months of constant use, your flue should be swept. This typically means once a year for most people since their fire is not their only source of heating.

If you use your stove very frequently, you may need to have your flue swept twice a year and your stove serviced once a year in conjunction with one of the sweeps.

Pricing strategy

Whatever service you require is only paid on completion of the service. The agreement is for 3 years, typically meaning that for most people this will equate to three sweeps or services.

Open fires: £40.00 per visit, per flue.

Stoves: £60.00 per visit, per stove.

If you are not part of the agreement, the standard charges are either £45.00 or £80.00 respectively.

If you have two or more flues or stoves in the same location, we'll be able to offer you a 10% discount. If you use your stove throughout the year and require your flue to be swept more than once a year, we will only charge you £40.00 per **additional** sweep.

Cancellations within 24 hours of your appointment (during working days) will incur a £30.00 charge. For example, cancelling the service on Saturday morning when the appointment is due on Monday morning will incur the charge. We don't think it is fair or right to contact our customers at the weekend to organise an appointment. We also want to protect our time when we are closed. The £30.00 charge will also be applied if we cannot access your property on the appointment. Other charges may be incurred. Please see "additional charges".

Please note: Payment methods

If you are paying cash, please have this ready at the time of the appointment. Otherwise we will expect BACS payment. We do not accept cheques.

Price Inclusions

Open Fires:

The chimney sweep includes the following:

- Your open fire will be dismantled, cleaned and put back together ready for use
- Your flue will be swept

- If you have a CO alarm, it will be checked (we can install one for £40.00)
- The moisture content of your wood will be checked
- You will be given information on how to use your fire and what fuel to use
- Certification (with advisories)

Stoves:

The stove service & sweep includes the following:

- Your flue will be swept
- Your stove will be disassembled, the vents will be cleaned, all components checked and put back together
- Your stove glass (where possible*) will be cleaned and made to look like new again
- The flue joint on your stove will be checked and re-sealed if possible
- Your stove will be re-painted (black to black**)
- Your CO alarm will be checked
- The moisture content of your wood will be checked
- You will be given information on how to use your stove and what fuel to use
- Certification (with advisories)

*If your glass has been subjected to harsh burning methods or is scratched, we will be limited on how clean we can get your glass. We use a combination of "Stove Glass Cleaner" & "Wonder Wipes" and blue roll with a good measure of elbow grease. We also sell the cleaning products, so if you'd like to purchase them, please ensure you make enquiries prior to our visit.

**Our judgement will be final whether your stove requires repainting. It will be performed on site and in situ using matt black stove paint in an aerosol can form. There may be a small charge if your stove is another colour, as we will need to purchase a can of paint to match your stove. However, we will leave it with you for future use.

You will notice the smell of the paint and will likely notice an unpleasant odour and smoke when you re-light the stove again. It is advised that the room is not used and vented for a short period following a re-paint.

Any rubbish such as soot and ash collected from your stove and flue will be placed in a black bin bag and placed by your rubbish bin outside ready for collection.

Free "use-fuel" information

Looking after our environment is something we care about. Having a stove or fire and using it correctly has a direct impact on how clean our air is. We aim to provide free information to all our clients demonstrating how to use your stove, fire and fuel effectively. This will ensure you get the most out of it, thus spending less money on fuel. It also ensures air quality is maintained.

Additional charges

If we have scheduled you for a sweep or a service and are unable to access your property, we regret that a fee of £30.00 will be charged due to time wasted. If you have arranged to leave a key, please ensure you have given us the correct instructions.

Bird nests are normally found within flues of open fires. Most stoves have a bird guard cowl attached. If we encounter a bird's nest, we charge £50.00 per hour to remove it.

Consumable parts if damaged will need replacing and will be chargeable. If the stove is treated well and the correct fuel is used, these components should last quite a few years before requiring replacing.

Following on from a service, if we have to return to fit one or more of these parts, this will also be chargeable at £25.00 plus the fitting fee (see below). Please note that we carry various components with us so that we can perform this work without leaving the site. However, in some cases, your stove may require us to fit more specific parts than what we carry.

Consumable parts

- **Cowls**
- **Firebricks**
- **Rope seals**
- **Stove glass**
- **Baffle plates**
- **Stove body and fixings**

Cowls

Cowls terminate the flue. They are subject to adverse weather conditions, salty sea air, and the abuse of a fire. Occasionally they need replacing. Prices vary. We charge £60.00 for fitting/ladders.

Firebricks

Most firebricks are made from vermiculite so we should be able to replace them on the spot if they are a uniform shape such as square or rectangular. However, if the bricks are curved or have intricate designs, we will not be able to cut them ourselves and they will need to be ordered.

In some cases, the manufacturer only sells a full set of firebricks.

Depending on the size of the stove, if we can cut your firebricks on site using vermiculite that we carry, you should expect to pay about £70.00 for a full set replacement. Expect this to be more if the firebricks are specialised and require ordering.

Rope seals

This can cost approximately £20.00 to replace a door rope seal on a standard door (30cm²).

Some rope is more specialised therefore will need ordering and a re-visit, consequently will be more expensive.

Stove glass

Glass varies in price depending on its shape and size. It will need to be pre-ordered. If you know your glass is damaged prior to your service, please inform us so that we can pre-order it and fit it at the time of your scheduled service.

Some glass requires a new rope seal too.

In some cases, the fixings that hold the glass in place are damaged and also need replacing. If this is not possible, a new door may be required.

Baffle plates

Baffles vary in price. They are either made from iron, steel or vermiculite brick. The metal can warp if the fire is often blazing away too hot and the vermiculite is prone to cracking - especially if your logs are forced into the stove touching the baffle. If the logs are wet, the moisture content will make the brick become brittle, therefore will crack more readily.

Stove body and fixings

If your stove body is damaged, it could be due to several reasons:

- The stove was cheap and not manufactured well (e.g. thin steel or iron cast from many ores)
- An actual manufacturing fault from a reputable company – proof will be required to cover the conditional warranty
- Incorrect use and poor fuel choice (over-firing & under-firing stoves, green logs, mixing fuels, etc.)

Certification

On completion of the service, we'll email you your certificate - as our main work is installing, you'll get a checklist of what we have done and of any recommendations we suggest. You may receive several links on how to use your stove and fuel correctly.

If you want any work doing to remedy a problem we have found, we can give you an estimate for this. Please note: We will **not** certify your flue or stove if it is unsafe for use. We will charge for our time.

Sweeping & Servicing – the Blazing way

- We use a power sweeping technique – specifically Rotary Power Sweeping - which is the most advance rod sweeping system in the world
- We use a “H” (Hazardous) class vacuum, which should be used by all sweeping companies
- We have been trained by APICS (Association of Professional Independent Chimney Sweeps)
- We have extensive public liability insurance (£2 million)
- We keep your fireplace clean at all times using various dustsheets and reusable industrial plastic sheets
- We are efficient and will leave your fireplace clean and tidy. We are happy for you to observe, but please allow us to progress with our work as we will have a busy & tight schedule booked
- Expect noise since the vacuum is loud and will be activated lots. Conversations will be difficult

What we expect from you

- If possible, please make space/parking for our van since we will be making a few trips back & forth from property to van. If it is raining, we want to be careful not to get our equipment wet
- Interrupted access to your property and toilet if required
- The fireplace should be free of ornaments and not cluttered. Please remove anything from around the stove and fireplace and allow us as much space in front of the stove/fireplace as possible. Our workspace is often quite large as we will need space to place our sheets, vacuum, rods, other equipment – and ourselves!