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## 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.

We issue certificates on completion of the service.

### **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!

Our standard stove service and sweep is £90 + VAT. The agreement price is £70 + VAT.

Pricing is covered in more detail below.

### **Sweeping & Servicing – How we do it**

- 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 always keep your fireplace clean 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.

### **Soot, ash, and waste products**

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

## 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

### Our responsibility

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 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!

### Your responsibility

- If possible, please make space/parking for our vehicle since we will be making a few trips back & forth from property to vehicle. If it is raining, we want to be careful not to get our equipment wet.
- 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!
- Feel free to lay your own dust sheets (we bring our own)
- Interrupted access to your property and toilet if required.

## 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.

## Free useful 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.

## 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.

### **Pricing strategy**

The agreement is for 3 years, no matter how many sweeps or services you have in that period. Typically for most people this will equate to one sweep or service per year.

### **Payment methods**

Payment is only expected after completion of each service. We do not accept cheques. If you are paying cash, please have this ready at the time of the appointment. Otherwise, we will invoice for BACS payment.

### **Agreement price**

If you agree to the 3-year service agreement, the following prices apply (per visit, per stove/flue):  
£70.00 + VAT - Stove service and sweep.

### **Non agreement price**

If you are not part of the agreement, the standard charges apply (per visit, per stove/flue):  
£90.00 + VAT - Stove service and sweep.

### **Discounts**

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 just to be swept more than once a year, we will only charge you per additional sweep.

### **Additional costs**

Additional charges may be incurred for extra materials and labour. These are listed in detail below. Cancellations within 24 hours of your appointment (during working days) will incur a £30.00 + VAT 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 + VAT charge will also be applied if we cannot access your property on the appointment.

## **Price Inclusions - Stoves**

### **Stove service**

The stove service 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.

### **Additional charges**

**Access:** 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 + VAT will be charged due to time wasted. If you have arranged to leave a key, please ensure you have given us the correct instructions.

**Nests:** 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 £30.00 + VAT per half hour to remove it.

**Replacement parts:** 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.

**Call out fee:** £60 + VAT.

**Return visits:** Following on from a service, if we have to return to fit one or more of these parts, you will be charged between £25-£60 + VAT to cover our time. To reduce this cost, we will try to fit your visit in around other appointments we may have in your area, rather than making a specific trip to you. 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.

**CO alarm:** You should have a Carbon Monoxide alarm installed in the correct place and working. CO alarms cost £25 + VAT, and we charge £20 + VAT as a fitting fee.

### **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 typically charge between £80.00 + VAT - £100.00 + VAT for fitting/ladders access **plus** the cowl.

### 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. Costs vary depending on how much vermiculite we need and have to cut.

Prices start at £30 + VAT for a small brick and can be £100 + VAT for a full set replacement.

### Rope seals

Stove doors are kept airtight with fire-rope seals around the frame of the door.

Once the rope is removed, the area will be cleaned, and new rope is re-attached.

Prices vary depending on the amount and type of rope required. We carry a large stock of various fire-rope but on some stoves, it requires a more specialised rope and will need ordering, which will involve a re-visit incurring more charges. Therefore, please let us know about your rope seals before the service. Pictures sent through email would be best.

Most rope can be replaced from between £30 + VAT and £50 + VAT.

### 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, to avoid additional costs for a return visit. Replacing glass costs approximately £25 + VAT **plus** the glass.

Some glass requires a new rope seal too.

In some cases, the fixings that hold the glass in place are damaged and 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.