



Alpine Valley Fireplace -Terms & Conditions

Alpine Valley Fireplace provides in-home or on-site routine and preventative maintenance as well as diagnosis and repair (collectively “services”) to residential and commercial clients (Customer) for gas and electric fireplaces, outdoor gas fire features, and gas patio heaters (collectively “appliances”). Customers may contact Alpine Valley Fireplace by phone at (970) 471-4341, e-mail: service@alpinevalleyfireplace.com or via our website at <https://www.alpinevalleyfireplace.com/contact.html>.

Fees

Fee Description	Amount	Notes
Fireplace Servicing	\$219 per hour	1-hour minimum charge
Fire Pit Servicing	\$299 per hour	1-hour minimum charge
No-Show / Fireplace On Fee	\$100 per occurrence	Assessed when the customer is not home or unreachable for access on the date of the appointment, or if the fireplace is on or has been on and is too hot to service when our technician arrives. Payable upon rescheduling.
Roof fee	\$250 per job	Roof work requires two people and safety equipment
Additional Technician	\$150 per hour	This fee is only assessed if a fireplace is oversized and requires two technicians to service or if there are more than 4 fireplaces in the home

We will prorate our time after the first hour and for return trips if special order parts are necessary.

Replacement and repair parts are not included in the standard service fee. Customer will be given an estimate for repair parts and they will be listed as separate line items on the invoice.

Payment Terms

The Property Manager, Management Company, or Realtor that books a service appointment with Alpine Valley Fireplace on behalf of their clients is considered to be our customer. The Property Manager, Management Company or Realtor who makes the booking will be listed as the bill-to on the invoice and is the responsible party for payment of that invoice unless the homeowner has also reviewed and signed this service agreement.



Payment in full is required within 14 days of receipt of the invoice unless alternate terms have been agreed to in writing. A late payment fee of 10% will be added to any invoice that is not paid by its due date. A monthly service charge of \$25 will be added every 30 days that a payment is past due.

Advance payment is required prior to ordering special order parts or materials with the remaining balance for labor due upon delivery/installation. Special order items are non-refundable and non-returnable.

Customer is responsible for paying reasonable cost of collections that Alpine Valley Fireplace incurs to collect past due money owed by the customer. These costs include, but are not limited to, any collections agency fees, reasonable attorney's fees and arbitration or court costs. A \$40 return payment fee will be assessed for any payment returned for any reason (e.g. returned check, credit card dispute, etc).

Safety and Service Eligibility

The 1-hour minimum service fee applies to all appointments, even those that result in an incomplete service or refusal of service due to safety concerns or appliances that fall outside of our service eligibility. It is up to the customer to determine in advance of their service appointment whether their fireplace complies with this service eligibility policy.

The safety of our customers, their property, and our staff is our number one priority. Alpine Valley Fireplace may decline to service any appliance that we deem to be unsafe for any reason (e.g. condition of appliance, installation defects, etc.) or we may service the appliance, but report that it is unsafe to use until the issue is resolved. Sometimes the issue is not apparent until part-way or fully-through the service appointment. We will provide a written report of our findings and, depending on the issue, recommendations for further action or for replacing the appliance. We will turn off gas supply to an appliance that we deem to be unsafe.

Alpine Valley Fireplace is not liable for any appliance that was installed by another company, individual and/or the customer. Alpine Valley Fireplace is not liable for any appliances that are beyond their serviceable life and/or are used after we recommend they be replaced or notify the customer of a safety concern. Alpine Valley Fireplace is not liable for any appliances that do not have legible make and model information listed on them.

Gas Fireplaces (Built-ins, Inserts, Log Sets)

Alpine Valley Fireplace will provide services for most makes and models of gas fireplaces, except for those listed in the table below.



Alpine Valley Fireplace
 371 Metcalf Rd, Unit 1SA
 Avon, CO 81620
 service@alpinevalleyfireplace.com
 (970) 471-4341

Type	Explanation
Ortal or Flare Brand	These brands should be serviced by their installers or their authorized dealer
Direct Spark/Hot Surface Ignition Indoor Fireplaces	These fireplaces do not have a pilot light, instead a spark or hot surface directly ignites the burner. It is an old technology and most models of this type are considered obsolete and parts are no longer available.
Built-ins manufactured before 1998	The lifespan of a built-in fireplace is roughly 20-25 years. Manufacturer's stop making parts for fireplaces when they deem them retired or obsolete. Built-in fireplaces older than 25 years should be replaced.
Inserts manufactured before 2003	The lifespan of a gas insert fireplace is roughly 20 years. Manufacturer's stop making parts for fireplaces when they deem them retired or obsolete. Insert fireplaces older than 20 years should be replaced.
Inserts that we cannot verify installation	The wood firebox that an insert is installed into cannot be altered in certain ways. We will decline to work on any inserts where we cannot remove the surround to inspect the installation and/or if we find that the wood firebox has been altered in a way that is not allowable, such as cutting out a metal side wall.

Electric Fireplaces

Alpine Valley Fireplace is a dealer for the following electric fireplace brands and can service electric fireplaces manufactured by these brands only: Modern Flames, Dimplex, or Napoleon

Outdoor Gas Fire Features

Alpine Valley Fireplace will service most makes and models of outdoor gas fire features, except for those listed in the table below.

No safety pilot	Eagle County code requires that all outdoor fire pits and fireplaces have a safety pilot.
Installation or Safety Issues	If a fire feature has safety issues (e.g. improper clearances, no ventilation if required, etc) Alpine Valley Fireplace will notify customer of the safety concerns. Alpine Valley Fireplace will use its discretion to decide if the issue is such that the fire feature can still be serviced or if the issue must be correct prior to servicing.

Outdoor Gas Patio Heaters and Lanterns

Alpine Valley Fireplace will service the following brands: Bromic, Legendary Lighting, Sunpak, Sunglo and may choose to try and service other brands, as requested, upon mutual agreement with the customer.



Scheduling and Arrival Window

Alpine Valley Fireplace provides an arrival window prior to the scheduled appointment as a courtesy. Customer understands that this is an estimated time frame only and may be updated. Customer is expected to be available during the arrival window. Our technician will allow 10 minutes from arrival (within the arrival window), for access to the property. If the technician does not have access to the service area, customer is not available, does not answer the door or phone or does not return the technician's call or text during this 10-minute courtesy wait time, the technician will leave and the appointment will be considered a "no-show" and the no-show fee will apply. If the technician is running early, prior to the start of the arrival window, the technician will contact the customer to see if the customer is available early. If the customer is not available earlier, the technician may move to another customer which may affect the original arrival window. In some cases, the technician may be running late or beyond the end of the arrival window.

The appliance must not be used on the date of service, prior to the service appointment, or the appliance will be too hot for the technician to work on. If the technician arrives and the appliance is on or has been on that day, the appointment will be considered a "no-show" and the no-show fee will apply.

Warranties

Alpine Valley Fireplace does not guarantee that our fireplace service will resolve all or any of the issue(s) pertaining to the gas fireplace. Further, Alpine Valley Fireplace does not guarantee that repairs and/or replacement parts will resolve the issue(s). In some cases, additional repair and/or replacement parts may be required once other repairs are made or the unit may need to be replaced.

Alpine Valley Fireplace provides a 30-day workmanship warranty. Customer is responsible for contacting Alpine Valley Fireplace about workmanship issues within 30 days of the service date. At which time, Alpine Valley Fireplace will provide (1) follow up service appointment at no charge to the customer. If it is determined that the issue is not regarding the workmanship of the service (for example, operator error, additional part failure), a charge for the follow up service will be applied. Alpine Valley Fireplace is not responsible for conditions prior to the service, out of date, neglected or deteriorated parts. This warranty is non-transferable.