

# KJB Fireplaces Service Agreement

875 Rt. 17 South Ramsey, NJ 07430

Thank you for calling to schedule a service appointment with KJB Fireplaces. Please take a moment to review our service policy.

**PLEASE NOTE: KJB FIREPLACES ONLY SERVICES FIREPLACES WE CURRENTLY SELL.**

**Astria \* Regency \* Hampton \* Hearthstone \* Ortal \* Marquis \* Golden Blount**

**IF YOUR GAS FIREPLACE WAS INSTALLED AFTER JANUARY 1, 2015 IT CAMES EQUIPPED WITH A SAFETY SCREEN BY LAW. IF IT IS REMOVED WE CANNOT SERVICE IT AND YOU WILL BE CHARGED A SERVICE FEE.**

**Fees:**

- Light pilot or change batteries in remotes - **\$125**
- Trouble shoot or full service on non-working fireplace and correct issues - **\$250 plus parts**
- Full service of operating gas direct vent fireplace includes sprucing up, cleaning glass - **\$185**
- Full service of operating gas logs (open wood fireplace with gas logs) includes embers, lava rocks and sprucing up. - **\$225**

**Warranty:** KJB Fireplaces installed your fireplace within 1 yr. and it's not working properly, there's no charge for service.

**Note: This does not include lighting pilots or changing batteries in remotes. There will be a \$125 charge for those services.**

- ❖ **If you corrected your problem on your own and scheduled a service appointment please call and cancel or we will need to charge you for the time our technician spent going to the site.**

**I acknowledge I've read and understand this service agreement and want to schedule a service call.**

**Customer Name:** .....

**Customer Signature:** ..... **Date:** .....