

Chimney Service and Product Warranties for Masters Services Inc.

Chimney Inspection :

Masters Services' safety inspections and/or chimney inspections are done as a visual inspection of the chimney and fireplace per the clients' request. This is a convenience, not a certification of fire worthiness or safety. Since conditions of use are beyond Masters Services' control, we make no warranty of safety or function and none is implied. Any items noted on the estimate or invoice is what Masters Services determines needs attention for the proper anatomy of a quality functioning fireplace and chimney. Masters Services' chimney inspections states that the following points were reviewed on the clients fireplace and chimney: 1.) The chimney flue is clear of any build up of creosote (soot) or any kind of debris (leaves, nesting debris, branches, pillows, etc.). 2.) Checking to see if there is any cracking of any kind present in or on the chimney or fireplace panels or brick walls. 3.) Checking to make sure the damper is rust free and is closing properly. 4.) Checking to make sure the lintel is sealed. 5.) Making sure the starter pipe is present and is functioning properly. 6.) If gas logs are present making sure the gas is properly exhausting up the chimney flue and it has the proper venting materials on the burner (sand or vermiculite). 7.) Making sure the motor crown on top is solid and crack free. 8.) Making sure the flashing is rust free and solid. 9.) Making sure the proper spark arrestor is on top of the chimney and the correct chimney cap is installed for your type of chimney. 10.) Check to see if there is spalling of the brick and water-proofing is needed. 11.) If there is a wood chimney check to see if any rotting of missing trim, panels, or flashing.

Chimney Sweep:

1. Set up tarp. 2. Bring in equipment. 3. Turn on vacuum. 4. Clean pipe with poles that have a chimney sweeps brush at the end. Run poles with brush on it to the top of the chimney and the vacuum will clean up all the falling creosote (soot). 5. Clean all sides of firebox and damper with hand brushes. 6. Take all equipment out-side. 7. Wrap up tarp. This process is proven to be a no mess chimney cleaning that takes about 30 – 45 minutes.

Chimney Caps:

All chimney caps are designed up to the current codes and standards as well as installed by the proper code methods for each style of chimney cap. All chimney caps are lifetime guaranteed with a Masters Services Inc professionally install. Caps are not warranted from high winds of over 50 miles per hour. Any falling debris, tree or vine growth touching the chimney cap, or any chimney deterioration of the chimney that causes the supports to come loose is not covered by Masters Services warranty.

Replacement Dampers:

Lifetime warranty on all top mounted chimney dampers

Waterproofing:

10 Year Warranty, 100% Vapor Permeable, Environmentally Friendly, Non Glossy Look, Efflorescence/Stain Protections, Mildew/Fungus Resistant, Freeze/Thaw Protection, Water-based and Environmentally Friendly. Stops chimney leaks! Masters Services uses the solvent base Chimney Saver Waterproofing.

Refractory Panels and Reflector Shields:

We suggest replacing any panels cracked completely into separate pieces. Not replacing these panels can cause the warranty to be voided on the fireplace and flue pipe. Panels are made to only absorb heat and will need to be replaced when cracking has completely separated the panel into two or more pieces. Hairline cracks are not an issue or a fire hazard.

No warranty on replacement refractory panels due to usage of the fireplace is out of Masters Services control. Grates, crack panels, wood being placed into a already burning fire sometimes falls back on the panels creating cracks. Panels are made to break and absorb heat therefore no warranty is given.

However, if a panel breaks (not a stress crack) within the first couple of fires call to discuss replacement for free. Reflector shields should be purchased for refractory panel protection. Lifetime warranty on all reflector shields.

Brick Work or Mortar Repairs:

Lifetime Workmanship Warranty. General deterioration is going to start the day we have finished the work. Example: We repair a crack in the fireplace (tuck point). That crack reappears within the month. Masters Services Inc will come and repair that crack again as long as there is not odd circumstances why the crack has reappeared. Now if that crack reappears after extensive usage and 10 years time has past then no warranty is given.

Glass Doors:

Lifetime warranty on all glass doors. No warranty on glass if the glass is closed during an active fire. Close doors only after the last log has been added to that fire.

Gas Logs:

Lifetime warranty on all gas logs.

Repairs or Products not listed on this form:

No warranty on any repairs unless the estimate and or the invoice states one is given. Ask for a warranty and one will be given if warranted.