



# CUSTOMER EXPECTATIONS CHECK LIST

**Hearthside Fireplace & Patio**  
Warwick RI | Holliston MA | Westport MA  
(844) 642-4357 | www.hearthsidepatio.com

## FOR FIREPLACES, STOVES, INSERTS

- **GAS (ALL GAS):** Customer is responsible for ensuring that the **GAS** has been run to the firebox in the location specified. Hearthside does NOT have licensed plumbers and can NOT run gas line and is NOT licensed to make final connections to the gas appliances.
- **ELECTRIC (ALL):** Customer is responsible for ensuring that **ELECTRIC** is available. For inserts, this could be either an extension cord down the cleanout, or a junction box at the rear of the firebox. For fireplaces, this would be a hard-wire ROMEX wip. For stoves, this is a wall outlet with a surge protector. Hearthside recommends an APC Back-UPS 750 battery backup for pellet stoves and inserts (available on Amazon.com).
- **CHIMNEY SWEEP (ALL INSERTS):** Customer is responsible for ensuring that the **chimney has been swept PRIOR** to Hearthside installation
- **CHIMNEY CAPS (ALL INSERTS):** Customer is aware that **custom chimney caps (SLATE, SS CAPS, etc.)** might interfere with the required gas insert appliance cap. Hearthside will **ATTEMPT** to keep the existing cap, but it may not be possible.
- **ROOF MATERIALS (ALL INSERTS):** Customer is aware that **certain roof materials (CEDAR, SLATE, etc)** might require Hearthside to utilize a lift. Hearthside is not responsible for the cost of any necessary lifts.
- **FRAMING (FIREPLACES):** Customer is responsible for ensuring that the framing is right for the fireplace selected. Hearthside will provide this information to the customer.
- **INSULATION (FIREPLACES):** Hearthside **STRONGLY** recommends that fireplaces on outside walls be insulated and sealed using THERMOPLY and heat tape to minimize cold air infiltration. Hearthside offers this as an additional service.
- **SIDING (FIREPLACES, STOVES):** Hearthside **STRONGLY** recommends that fireplaces which are being terminated horizontally be installed **PRIOR** to siding. If the siding has been applied prior to the fireplace, Hearthside will "cut in" the termination, but will not be responsible for J-Channel or trim.
- **HEARTH PROTECTION (INSERTS, STOVES):** For any wood insert, 16" minimum hearth floor protection is required. This might require a Hearth extension to meet code requirements. Customer is responsible for this expense. For wood, pellet, and certain gas stoves, floor protection is required.

## HOT TUBS

- **SURFACE:** Customer is responsible for ensuring that there is a **level, solid surface to install the hot tub on.**
- **ELECTRIC:** Customer is responsible for any electrical work necessary to power the hot tub.

## GENERAL TERMS

- **SCHEDULE:** Time frames given to the customer are a 2 HR WINDOW. If our technicians are running late, they will call.
- **WEATHER:** Hearthside reserves the right to reschedule a job based on inclement weather or safety concerns.
- **PERMITS:** Hearthside **CAN** obtain building permits for MA and RI. The Homeowner is responsible to let Hearthside know **AHEAD** of time if they require a building permit.
- **PAYMENT:** 50% payment is due prior to materials being ordered. The balance is due prior to the installation. No materials will be delivered or installed without full payment.

*By signing below, Customer Acknowledges the information and Terms listed above. Your signature below also authorizes us to charge your credit card on file for any balance due.*

Customer Signature

Date

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