



Frequently Asked Questions

What time will the engineer arrive?

If you have an all-day job booked in, depending on traffic the installers will arrive between 8 – 10 am.

Booked for a PM slot?

The engineer will arrive after 12 noon.

What do we need to do to prepare for the installation?

Clear access to the fireplace area is required on the day of installation and although great care is taken by the installers to keep dust and soot to a minimum, please expect a certain amount that is unavoidable during such works. We do use dust sheets and clear up as best we can, however the engineers cannot be responsible for items left in the room whilst this work is carried out, so it is advisable to move out any ornaments, electrical equipment and cover large items of furniture with your own dust sheets prior to our arrival.

My quote states rubbish will not be removed, why is this?

To dispose of waste as a business you need a licence to do so, and our installers do not hold this licence. The engineers' vehicles are classed as commercial vehicles, and any rubbish disposed at the waste disposal centre is chargeable. Domestic disposal, however, is not. In addition to this, the time taken to do this would increase costs which would then be passed on to the customer. To keep costs down, we ask our engineers to bag up any rubbish for you to dispose of. If there is a lot of rubbish incurred due to a knockout of a chimney breast for example, we would suggest hiring a skip for the engineers to load up on the day.

I require a cherry picker/scaffolding - can you supply this?

We do not supply this, however, where the engineers or DHS have recommended third party suppliers who we can engage with on your behalf, we will not accept any responsibility for their works, and you will pay them directly for the work carried out.

I paid £50 for a survey but the installation is no longer going ahead, will this be refunded?

The £50 is deductible from the cost of the installation but not refundable if the installation does not go ahead.

Issues that may occur

The installation could not be carried out on the day, what do I do?

Whilst we endeavour to foresee any issues that may arise from an installation, on occasion the engineer may come across an issue whereby they need to abort the installation or reassess the work required to overcome the issue. Any issues that are discovered will be raised and discussed with you to ensure you understand options and next steps. Where the engineers are required to access your chimney via traditional methods such as ladders, the weather can impact the safety of the installation and may need to be rescheduled to another day. Using a cherry picker/scaffolding will reduce this risk.

My existing fire/fireplace/chimney does not meet regulations

Whilst the engineers do all they can to minimise any issues for our customers, health, and safety for the public and our customers are our priority. If, on the day, it is realised that a fire is unsafe or existing pipe work/chimney does not meet regulations, the engineer may need to abort the installation. The engineers will discuss options with you and a new quote will be issued for the work. Once you have agreed to this, we will endeavour to get you booked in as soon as we can. Please note, this can sometimes take up to 4 weeks. To avoid unnecessary delay, we highly recommend having a survey or supplying the installation team with as much information as possible, such as photos, prior to your installation.

Engineer is unable to access the chimney safely

To keep costs down for you the engineers endeavour to obtain access to the roof and chimney stack via conventional methods, as in most cases this is possible. Unless otherwise stated, our quotation does not include the hire of a cherry picker or scaffolding. Health and safety of the public and our staff is of the utmost importance. If on the day the engineers are unable to safely carry out the roof work via ladders, they may need to abort the installation and discuss the options available and the re costing of the quotation if necessary. If a survey has been carried out the surveyor will assess roof access, but it is not always feasible to confirm if other alternative methods to gain access to the stack are required.

Engineer is unable to fit the liner down the chimney due to a blockage

We highly recommend having your chimney swept prior to any works carried out on your chimney. Regular sweeping will remove soot, bird nests, cobwebs, and any other blockages. It also removes creosote, which will help to prevent dangerous chimney fires. Chimney Sweeping will also increase the efficiency of some appliances.

Some of the engineers are qualified chimney sweeps so can do this on the day of the installation - please check with the DHS team who can advise.

If the engineers are unable to complete the installation due to a blockage or problems with the chimney, the job may need to be aborted, and alternatives will be discussed with you.

Delayed job due to incorrect ordering

If a customer orders their own goods and not via Direct Stoves, Direct Fireplaces or Flue & Ducting and the works cannot be carried out due to an issue with the incorrect materials ordered, there will be a loss of earnings fee of £250 applied which is payable directly to the engineer.

Call Outs

Should there be an issue with the installation, within a reasonable timescale, the engineer who initially undertook the works will be responsible for rectifying the issue in the first instance. Should the engineer not be responsible for the issue a call out fee of £80 will be applied.

Servicing

Getting your gas fire serviced regularly is important, not only for safety but to ensure your fire runs at peak performance all year round. Most gas fire warranties require you to have yearly services carried out.

If your fire is not working and a service does not resolve the issue and a part is required, then this will need to be ordered, and a callout fee charged to fit the part.

By accepting our quotation and arranging an installation date you will be agreeing to our Terms and Conditions.