



6600 Arlington Boulevard • Falls Church, VA 22042 • Phone: 703-241-1400 • www.woodburnertwo.com
VA Class A License #089684A

Installation Procedures

Step 1—Estimate (if applicable)

The Estimate is the first step in the installation process. You will receive a call from our Service Department to schedule this on-site visit. An estimator will visit your home to inspect the area where your product will be installed and check the gas lines (if applicable) and other site conditions. This process will take approximately 30 to 60 minutes. The homeowner must be present during this important visit. After completion of the on-site inspection, your salesperson will prepare a cost estimate to include materials and labor.

Step 2—Installation

Once the cost estimate is approved and a deposit placed, our Service Department will contact you to schedule your installation. You will be scheduled for installation based on your schedule, the availability of your parts, and the order in which your deposit was received. Installation starts are scheduled within a 2-hour window. It is difficult for us to precisely pinpoint the start time of a job due to unforeseen circumstances at preceding jobs as well as traffic conditions. The time allowed for your job will depend upon the job complexity and the number of inspections required. Weather conditions may also influence the job timeframe. Turn key jobs that require framing and finishing may take one or more weeks. You must be home when we start the job but may leave later at your discretion.

If a Washington Gas meter split is required, we will notify Washington Gas and they will schedule this work prior to or during your installation. Washington Gas charges for this service (\$215—\$275). The charges will appear on your gas bill. This procedure takes 1 to 2 hours.

Please see the important Checklist located on the back of this brochure. This checklist will help to prepare you and your home for the installation process.

Step 3—Inspection(s)

Inspection—The Woodburners Two will schedule the first inspection on a date convenient for you. This could be as early as the following day. Certain installations require just this one inspection.

The homeowner must be home during a County or City inspection. In addition, the installation manual for your product must be on-site and accessible for the inspector.

Gas Products—The gas line to a gas log, stove, or fireplace must usually be pressure tested with air before being inspected to ensure that the air pressure holds and all fittings are tight. If we vented your product, the inspector will also check to make sure clearances were maintained and the venting configuration meets manufacturer's specifications.

Wood Products—A woodburning stove, insert, or fireplace will be inspected for clearance conditions, hearth and venting requirements. For certain stove and insert installations, mantel shields and hearth extensions may be required to meet code requirements. If a return trip is necessary to comply with code there will be a charge for the materials and labor.

Please call The Woodburners Two Service Department immediately if the inspector has an issue.

Many times we can resolve an issue over the phone. Upon completion of the inspection, please call our Service Department to report inspection results and to schedule a Fire-Up or Completion date (if applicable). Inspection reports should be retained for future reference.

Fire-Up and/or Completion—An installer will return to your home to complete the installation. At this time the installer will discuss general operation, features, and maintenance. This process will take approximately 1 to 2 hours.

Final Inspections—If a final inspection is required, you will schedule this inspection with the County or City at your convenience. You have 6 months to finalize this inspection.

We thank you again for making your purchase at The Woodburners Two... Enjoy Your New Fireplace!





6600 Arlington Boulevard • Falls Church, VA 22042 • Phone: 703-241-1400 • www.woodburnertwo.com
VA Class A License #089684A

Installation Procedures

Pre-Installation Checklist

We would like to make your installation a positive and productive experience. Please assist us by reading this checklist and taking the appropriate action.

- 🔊 Please make sure your chimney and fireplace are clean. We recommend using a certified professional chimney sweep. We will not install new equipment in a dirty fireplace/chimney.
- 🔊 You must let us know ahead of time if you need our assistance in removing any existing equipment from your fireplace. We are happy to assist you but we do charge to remove and dispose of such equipment.
- 🔊 Please provide a safe, clear passageway to your installation site. Also inform us of stairs, narrow passages, or any other conditions that might require special equipment or extra manpower.
- 🔊 Do not use your fireplace and/or appliance on your scheduled date. We do not work on hot appliances.
- 🔊 We cannot work on roofs or chimneys in inclement weather. Roofs must be free of snow, ice, and water. If your job is cancelled due to weather or roof conditions, it will be rescheduled for the next available appointment.
- 🔊 If we arrive on site and find conditions to be unsafe for our employees, we will stop the installation and discuss options with you. If additional equipment or labor is necessary to safely complete your job, we will discuss any additional charges with you before work commences. Concealed or unexpected issues discovered during the course of a job will be discussed before proceeding with your job and may result in extra charges.
- 🔊 There must be an electrical outlet within 8 feet of a stove or insert that has a fan. We are not licensed to hardwire electrical appliances. If you choose to conceal the cord you must arrange for an electrician to make provisions before your installation.
- 🔊 Our service teams will be as respectful and careful as possible while in your home. However, if we will be doing drywall work or any demolition work in your home, please provide adequate protection for your furnishings.
- 🔊 Permits are required for all gas connection work, woodstove installations, framing and venting work. It will be the customer's responsibility to be home for all inspections.

Payment

The balance of your invoice will be due upon completion of the Fire-Up or the completion of the job. The installers can accept a check, cash, or credit cards (Visa, Master Card, and Discover).

Maintenance

Please see your owners manual for important operation, safety, and maintenance information. We strongly recommend a yearly maintenance service. Call our Service Department in the Spring or Summer to schedule an annual maintenance service call.

Warranty

We offer a one-year warrantee on your installation. This warranty is in addition to the manufacturers equipment warranty that is described in your owner's manual.

We thank you again for making your purchase at The Woodburners Two... Enjoy Your New Fireplace!

