

Date:

Customer Name:

Job Confirmed With:

One to two days before the installation, call customer to go over the details of the job and reassure them of our visit.

- Introduce yourself and let the customer know you are calling to confirm the installation on _____ date.
 - Let them know you want to confirm their address: _____.
 - Introduce the installers who will be coming and let them know the approximate time of arrival.
 - Talk with the customer about what will be installed (brand and model name/fuel type, ie Natural Gas, Propane, Pellet, Wood)
 - Explain any additional items being installed (pertinent accessories/venting, gas piping, etc).
 - Go over any other info specific to this installation from the estimator notes, ie:
 - Electrical Notes _____
 - Chimney Sweep _____
 - Hearth or Mantel Notes _____
 - Custom Pieces _____
 - Other _____
 - Explain that the installers put down runners and drop cloths to protect your flooring, but we do suggest that if there are any electronics or upholstered furniture pieces in the room that you might place an old sheet or blanket over those items to additionally protect them.
 - If there will be any small children or animals around during the installation, for their safety, please make sure they are kept away from the installation area.
 - Once the installation is complete, the installers will go over the operation of the unit, so be sure to ask any questions at this time.
 - The installers will then collect the remaining balance of _____.
- They can accept MC, Visa, Discover, Cash or Check.
- We have pulled a permit through _____ (the City, County, etc) and a final inspection will need to be scheduled.
 - The installer will leave you with a form that has your permit number at the bottom, and the phone number to call to schedule the final inspection, which should occur before the first main burn.
 - The first time you burn the unit there will be an odor and possibly a smoky haze in the room—it is perfectly normal—just the paint curing on the unit during the initial burn, but it can be alarming and may set off smoke detectors—we suggest opening doors and windows and burning good and hot for a couple of hours until the smell dissipates.
 - Do you have any questions regarding the installation? _____
 - Thank you for your business!