

## STOVE/HEATER/FIREPLACE SERVICE REMINDER

Dear Customer

### FIREPLACE SERVICING 2026

We take this opportunity to remind you to have your heater or fireplace serviced before the cold season is upon us and there are long delays in our service department. We have listed below the charges for a basic service or chimney sweep, and details of the work that is included in the service are outlined on the back of this letter.

#### IMPORTANT NOTE:

In the busy winter months **(1st April to 30th September)** there may be a **delay of 8 to 10 weeks** to book a service. Services carried out during this time **will also attract a R950 surcharge**, see pricing below. We therefore strongly recommend that you get your fireplace serviced in the summer months to have seamless use of your fireplace / stove during winter when you need it most.

#### LOCAL AREA: [Includes Fish Hoek, Hout Bay, Bloubergstrand, Durbanville & Brackenfell]

	SUMMER	WINTER
ANTHRACITE & WOOD STOVES/HEATERS/JETMASTER FIREPLACES,	R1975.00	R2925.00
GAS HEATERS & STANDARD GAS FIREPLACES - ALL MAKES	R1700.00	R2650.00
ADDITIONAL STOVE/HEATER/FIREPLACE AT SAME ADDRESS	R1125.00	R1125.00
ADDITIONAL CHARGE FOR DOUBLE STOREY	R 375.00	R 375.00

#### RURAL AREAS: [Includes Kommetjie, Melkbos, Paarl, Stellenbosch & Somerset West providing three or more services are carried out in the area at the same]

	SUMMER	WINTER
ANTHRACITE & WOOD STOVES/HEATERS/JETMASTER FIREPLACES,	R2575.00	R3525.00
GAS HEATERS & STANDARD GAS FIREPLACES - ALL MAKES	R2250.00	R3200.00
ADDITIONAL STOVE/HEATER/FIREPLACE AT SAME ADDRESS	R1125.00	R1125.00
EXTRA FOR DOUBLE STOREY	R 375.00	R 375.00
EXTRA TRAVEL CHARGE FOR ONE SERVICE IN RURAL AREA	R800.00/HR + R 6.50/KM	
EXTRA TO REPAINT HEATER WITH SENOTHERM FOR TOUCH UPS ONLY – ALL UNITS	R1250.00	<b>(OR SPECIAL QUOTE IF REMOVED TO WORKSHOP)</b>

#### NOTE:

The above service charges **INCLUDE V.A.T. and are for labour and transport only and DO NOT INCLUDE the cost of any materials or spare parts required to complete the service.**

Any work that may have to be carried out in addition to the basic service or any return visits that may be required to carry out additional repairs or adjust the heater, will be charged at an hourly rate of R850.00, incl. VAT plus a charge of R6.50/km when the distance is more than 20km from our premises. Charges for materials, spares or extra work are nett and will be invoiced separately.

**PLEASE NOTE** that in the event of our serviceman being called out and unable to carry out the service or repair as arranged, then a minimum call out charge of R950.00 in the Local Area and R1150.00 in the Rural Area will apply.

#### **PAYMENT may be made by cash or EFT on the day of the service or latest, the next day.**

Invoices for materials, spares or extra work will be sent out separately and are due in full within 5 days of invoice date, after which interest at 2% per month or part thereof will be charged on the outstanding amount until the date of settlement.

**PLEASE READ** the service description on the back of this letter and note should be taken of the comments relating to heaters more than 20 years old. If you have any queries relating to your heater, fireplace or heating generally, please do not hesitate to contact us, and thank you for using our service.

Yours sincerely,

*Richard Wantling*  
RICHARD WANTLING



## SERVICE DETAILS

The service/repair carried out by **J. MACDONALD & SONS** is subject to their standard Terms and Conditions as printed on the invoice, a copy of which is available on request.

The standard service of a heater or fireplace includes cleaning of all accessible flue/chimney passages, resealing the firebrick linings, the replacement of accessible gaskets if required (**excluding the cost of the gasket materials**), checking the operation of the grate and air control mechanisms and the checking of cowls as required, and there is an additional charge for double storey buildings.

The standard service of a Gas fired heater/fireplace includes decarbonising the burner, cleaning any filters and jets, cleaning of flue/chimney passages (where applicable), checking the operation of the gas control and safety cut out, and checking the gas system and bottles for leaks.

A standard service is required at least once a year, although certain heater manufacturers recommend more frequently, and a major service usually every 3 - 5 years. Should any work other than that described above be required, such as additional calls to make adjustments to the appliance or installation, or a major service that would entail removing the heater from the fireplace to repair or clean an inaccessible flue lining or brick structure, or to replace any parts, then this work would be carried out at the current hourly rate in addition to the basic service charge, plus a transport charge where applicable.

A major service will add the cost of about 2 hours labour to a standard service charge.

**N.B.** The service implies no guarantee related to the correct functioning of your heater, fireplace, chimney or flue, as the fuel and structural flue and operating conditions may be beyond our control.

**Service charges exclude any parts.**

**IMPORTANT NOTE: While our service teams take great care when working in your home and have dust covers and drop sheets to protect the area where they are working around the fireplace, it is the customer's responsibility to ensure that all ornaments, items of décor, loose carpets, and delicate or antique furniture and anything else that might get accidentally bumped or knocked are removed from the area around the fireplace, as our staff cannot be held responsible should an item that has not been moved gets accidentally damaged.**

**PLEASE** do not ignore the above request, and once again thank you for your support in the past and we assure you of our efforts to continually improve our service in the future.

### PLEASE SIGN AND RETURN ENCLOSED FORM FOR OUR RECORDS

Email to [info@macd.co.za](mailto:info@macd.co.za)

Please arrange to repair/service my heater as per the details of your service letter and subject to your Terms and Conditions of sale a copy of which is available on request.

NAME: ..... ID. No.....

ADDRESS : .....

.....

POSTAL CODE:..... E-MAIL: .....

PHONE: (H) ..... (W) ..... (CELL) .....

SIGNED: ..... DATE: .....

STOVE/HEATER TYPE/MODEL: .....

CHIMNEY/FLUE  SINGLE STOREY  DOUBLE STOREY

PREFERRED DATE FOR SERVICE / REPAIRS .....

ITEM / PROBLEMS NEEDING ATTENTION .....

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