

# CHESNEYS



## FIREPLACE INSTALLATIONS WITH CHESNEYS

*This guide is designed to walk you through the crucial aspects of the installation process and provide you with essential information that you can refer to throughout your fireplace project.*

*It's important to note that each installation can present its own unique set of challenges, and not all elements described here may apply to your specific scenario. Equally, some elements not included here may be relevant to your installation. If you have any questions or queries relating to your particular situation, please don't hesitate to contact your sales representative or installation project coordinator for further clarification.*

### OUR PROCESS



### SALESPERSON:

Your initial contact, guiding you through the selection process. They assist in choosing the ideal fireplace, discussing order details, materials, finishes, and design options. The salesperson captures your preferences and provides expert advice to align choices with technical feasibility and aesthetic goals.

### INSTALLATION PARTNER COMPANY:

Our external experts handle the technical aspects of your fireplace installation. They conduct the site survey, assess suitability, and provide a comprehensive installation quotation. The Installation Partner offers technical advice, performs the installation in compliance with manufacturers' instructions, handles regulatory commissioning when required, and arranges scaffolding if needed. Their expertise ensures safe, efficient, and compliant installation.

### PROJECT COORDINATOR:

Your primary contact throughout the installation process. They manage the project from start to finish, collaborating closely with the installation partner. The coordinator assists in arranging survey and installation dates, issues important documents, provides guidance, and addresses any queries. They monitor progress to maintain service quality and are available to assist you at any stage of the installation.

### YOU/CLIENT:

To ensure a smooth installation, you'll be involved in key aspects of the process. This typically includes reviewing/approving quotes, addressing any required local regulations or permits, and preparing the installation area. You or your representative should be available on installation day to discuss any questions and review the completed work. Where necessary, we'll guide you through any specific requirements for your installation. See Section 1.6 Installation for complete details.



## DEPOSIT PAYMENT

To initiate the survey process, full payment (100%) of your Chesneys order is required. This secures your site survey appointment and allows us to begin planning your project.

The site survey itself is provided at no charge. Your payment is taken as a fully refundable deposit against your fireplace order while we assess the suitability of your chosen products and any installation requirements.

Following the site survey, you will receive a detailed installation quotation and, where applicable, any necessary drawings or design approvals. If you choose to proceed, your deposit will be retained and applied in full against the purchase of your Chesneys fireplace and associated goods. Should you decide not to proceed with your order following the site survey, your deposit will be refunded in full, as there is no charge for the survey or the advice provided during this stage.

## SURVEY

Our external Installation Partner Company will conduct a comprehensive survey, typically lasting 1-2 hours depending on installation requirements. They assess the installation area, examine existing structures, take measurements, and identify potential challenges. The survey verifies that all goods fit and can work safely with existing or proposed site conditions. To facilitate an efficient survey, please ensure the fireplace area is clear and easily accessible.

Key areas covered in the survey include:

- Fireplace/Fixing Requirements
- Sub Hearth/Finished Floor Details
- M&E (Mechanical and Electrical) Requirements
- Chimney/Flue condition and suitability
- Assessment of Combustible Materials Risk
- Material/Dimensions verification
- Evaluation of Specialist Access/Equipment Needs
- Identification of Works to be Completed by Others

Post-survey, you'll receive a detailed quotation and, if necessary, a comprehensive survey report outlining essential elements of your fireplace installation. It is recommended, if required, that you arrange for your chimney to be swept and tested before your survey takes place, with a report present to ensure the chimney is suitable for its intended use.

**Please note:** Any advice given is based on information available at the time of the visit and may not account for variations in weather, appliance performance, or unforeseen occurrences related to your fireplace/chimney.

## INSTALLATION QUOTATION & DESIGN APPROVAL

Following the fireplace survey, the installation partner will prepare a detailed quotation. If necessary, they will also provide a comprehensive survey report outlining current site conditions and highlighting any essential works to be completed by others.

We will collaborate closely with you for projects involving bespoke design elements or special materials to ensure these are fully approved. As part of the process, for bespoke designs we offer up to five drawing revisions to ensure flexibility and that the design matches your vision. Before proceeding to the next stage, your sign-off on these items and acceptance of the installation quotation are required.

It's important to understand that quotations and guidance are based on information available at the time of the survey. Any subsequent findings, such as those discovered during removal, builders works, or chimney lining, may necessitate additional actions or costs that neither the installation partner nor Chesneys can predict in advance.

## PRODUCTION OF MATERIALS

Special order items will only enter production once you have approved the labour quotation and, where applicable, signed off on drawings and material samples. This policy ensures that all parties are in agreement before we commence work. The lead time for such items will be stated on your sales order.

**Please note:** Factors beyond our control may occasionally delay materials production. These could include necessary flue or chimney testing, lining requirements, or pending building or demolition works. We will promptly inform you of any such delays and their potential impact on your project timeline.



## INSTALLATION PREPARATION

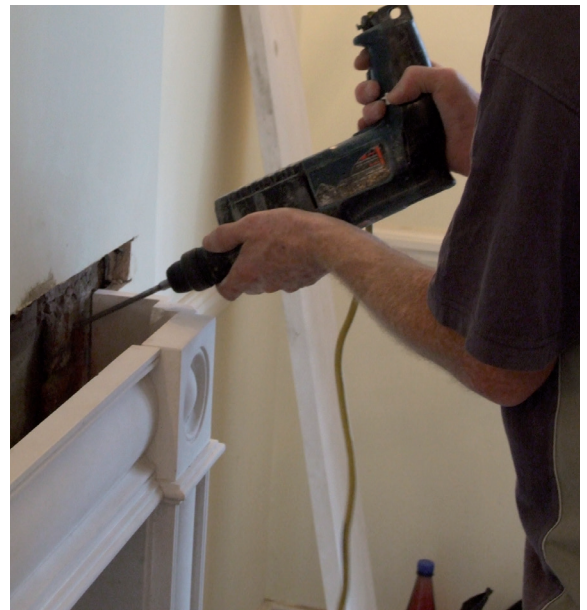
Prior to installation day, please ensure others have completed all preparation works advised and the working areas are accessible and obstruction-free. Remove objects and ornaments from the fireplace area and protect nearby precious items. Provide access to power near the fireplace and ensure water and welfare facilities are available for the installation team. You must also provide 110V/240V power, task lighting, mains water supply, and on-site waste disposal bins. While all due care will be taken, be aware that dust may continue to settle after the installer has left.

## INSTALLATION DAY

Please ensure that either you or a representative that can act on your behalf is present on installation day to inspect completed works and, if necessary, discuss any unforeseen issues and make decisions as once goods have been installed we are unable to accept returns. The installation is scheduled for a minimum of 1 day [not including appliance commissioning]. However, unforeseen circumstances or substandard preparation work by others may delay completion, potentially requiring additional chargeable work or revisits, subject to prior agreement.

Please note that appliances such as gas fires, bioethanol fires, stoves, and baskets are typically installed and commissioned independently from the chimney installation. This is due to material drying times and site/property conditions. If necessary, this date will be arranged separately upon completing the initial Chimney installation. This is subject to confirmation of gas being live, installation areas being dust-free, sealed, and in a completed state, and all electrical, building/decoration, and chimney work being completed by others. We will advise on relevant enabling work required for final commissioning where necessary.

The installation cost is typically invoiced upon task completion. If the appliance is to be installed later, the cost for this work component will be invoiced separately. The completed stone installation will be invoiced, and payment will be due immediately upon completion.



## COMMISSIONING AND SIGN OFF

Final commissioning of appliances such as gas fires, bioethanol fires, stoves, and baskets typically occurs closer to the end of a renovation project or separately from the chimney installation, unless these are the only appliances being installed. During final commissioning, a responsible person must be present to receive a demonstration on how to use the appliance. We will also provide written guidance on appliance operation upon completion where necessary.

For appliances using naturally aspirated chimneys, such as open basket gas fires or solid fuel fires, it's crucial to understand that factors like weather conditions, flue design, existing fireplace openings, and room ventilation can affect the flue's capacity to evacuate combustion products safely. These factors are outside our control. During commissioning, the installer will conduct a spillage test with the room under maximum possible depressurisation conditions (e.g., all doors closed, extractor and/or air conditioning at full capacity) to ensure carbon monoxide doesn't spill back into the room. This test is essential, and the appliance cannot be commissioned without it.

If the chimney fails the spillage test, we will recommend corrective measures. This typically involves installing a toughened glass section or metal shroud at the header opening to reduce the aperture and improve the chimney draw. We'll provide a quotation for any additional works and materials needed, subject to your approval.

Where necessary, Gas safe and HETAS/OFTEC certificates will be issued upon successful commissioning. These certificates will be provided to you once payment for the works has been received.

Please note that any recommendations or advice regarding your fireplace/chimney performance are based on information available at the time of our visit. Chesneys/Installation Partner's advice is not definitive as we cannot account for variations in weather, appliance performance, or natural/unnatural occurrences related to your fireplace/chimney.