



**The Enchanted Fireside Annual Pellet Maintenance Service is the most thorough service you can get to keep your stove running at its peak performance and keep you warm and happy throughout the next heating season.**

During the service, our technicians will:

- 🔥 **Respect your home.** We use blankets to protect your hearth area while we clean your stove or insert.
- 🔥 **Thoroughly inspect for signs of wear:** gaskets, seals, ceramic covers, and electrical connections. We stock manufacturer-specific replacement parts on our trucks, guaranteeing you they will perform as required and usually saving you a second service call if any replacements are needed.
- 🔥 Clean ALL air passageways.
- 🔥 Scrub and air-jet clean the heat exchanger and convection (room air) fan.
- 🔥 Remove (where applicable), clean, vacuum and calibrate the exhaust fan.
- 🔥 Pressure and electrical test all components.
- 🔥 Clean the vacuum switch and hoses.
- 🔥 Remove and clean the feed assembly and auger tube.
- 🔥 Disassemble/re-assemble baffles and decorative panels, clean, and re-paint when required to prevent build-up of surface corrosion.
- 🔥 Vacuum the exhaust trap cleanout.
- 🔥 Clean the firepot.
- 🔥 Clean the hopper bin.
- 🔥 Clean the ash pan.
- 🔥 Vacuum the firebox.
- 🔥 Clean the glass.
- 🔥 Sweep the lower chimney.
- 🔥 Clean all exterior surfaces and hearth area.
- 🔥 **Fully test the newly cleaned system.** For the Advanced Energy QuadraFire Mt. Vernon, this includes complete computer diagnostics to review, isolate and correct the causes of any operational messages you may have encountered during the past heating season. If required, we will update your AE software to the latest version (which extends igniter life).
- 🔥 For safety, we restore every appliance to default factory settings for feed rate/flame height. When you start with new pellets next season, adjust these settings as required to reflect the characteristics of your new shipment of fuel.
- 🔥 Need parts? Enchanted Fireside will warranty any parts replaced during your Preventative Maintenance service through November 30, 2019 (this will extend the manufacturer's parts warranty into the next burn season).

**What our customers are saying:**

*"Last year I tried to save money and had my insert cleaned by a company that was charging less than Enchanted Fireside. They were a completely Mickey Mouse outfit - they just used an ash vac and didn't clean any more than what I usually clean. They never even took off the exhaust blower to clean it, and rather than sweep the liner, they just tapped it with a screwdriver and then vacuumed out the stuff that fell down. Now my stove isn't running! You guys always did a thorough job and I am definitely using you again this year." L.B., Douglas, MA*

While we are there, we will gladly answer your questions about the operation and maintenance of your stove.