



## Service Call Information and Pricing

We encourage all customers to refer to their product’s manual for maintenance and troubleshooting information. Costly repairs and unnecessary service calls can be avoided with proper use and regular maintenance.

We service all **gas fireplaces, gas inserts, electric fireplaces as well as gas logs** that we are authorized to sell. Please call our office to verify that we service the manufacturer of your product. CR Gas Logs & Fireplaces, Inc. **does not clean wood or pellet burning fireplaces and stoves.** Please refer to your owner’s manual for maintenance suggestions and contact a chimney sweep for service

In late summer CR Gas Logs & Fireplaces emails customers announcing a discounted “Early Bird Special” price for cleaning service calls. Early Bird service must be set within the period specified in the announcement to receive the discounted rate. Units booked under the Early Bird Special that require more than a cleaning will be charged at the regular service call rate. **Please call 518-765-4279 or email [mail@crgaslogs.com](mailto:mail@crgaslogs.com) to be placed on our mailing list to receive notice about our “Early Bird Special” for service calls.**

### “Early Bird Special”

**\$145<sup>+tax</sup>**

For Gas logs

**\$155<sup>+tax</sup>**

For Stoves, inserts, & Fireplaces

**\$95<sup>+tax</sup> for each additional unit**

**Any Parts are extra**

Includes

- Clean & inspect burner
- Clean logs (if applicable)
- Clean glass (if applicable)
- Change batteries (if applicable)
- Refresh embers
- Routine check for gas leaks
- Diagnose Any Problems\*

### Regular Service Call

**\$185<sup>+tax</sup>**

FOR FIRST HOUR

**\$95<sup>+tax</sup>**

**Each Additional unit or hour**

**Any Parts are extra**

Includes

- Clean & inspect burner
- Clean logs (if applicable)
- Clean glass (if applicable)
- Change batteries (if applicable)
- Refresh embers
- Routine check for gas leaks
- Diagnose Any Problems\*

Our knowledgeable service technicians will discuss any repairs or replacement parts needed with the customer. Replacement parts are not included in the flat service call fees listed above. If new parts need to be ordered there is not a secondary charge to return to a customer’s home. Customers will be charged for parts only. **Please call 518-765-4279 or email [mail@crgaslogs.com](mailto:mail@crgaslogs.com) to schedule service.**