



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.

Please call 518-765-4279 or email to mail@crgaslogs.com us to be placed on our mailing list to receive notice about our “Early Bird Special” for service calls.

“Early Bird Special”

\$125.00

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*

In late summer CR Gas Logs & Fireplaces emails customers announcing a discounted price for service calls. Customers must call within the period specified in announcement to receive the following discounted rate.

Regular Service Call

\$165.00

FOR FIRST HOUR

\$85.00

Each Additional hour

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.

15 Drywall Lane, Voorheesville, NY 12186 518-765-4279