

Owning a gas fireplace, gas stove or gas log set it is very important to understand how it works and to make sure that it is operating appropriately for efficiency and safety purposes. Most Manufacturers strongly suggest that a yearly maintenance plan would help your appliance stay in tip top shape and run as efficient as the day it left the factory. At Embers we have a plan to do just that. Embers preventive care plan is a low cost way to keep your fireplace, stove or log set running at its peak performance.



Embers Stoves & Fireplaces is a family-owned business established at the beginning of 2009 by Ernie Stanhope and Peggy Brown. Combined, we have over 30 years of experience in the hearth industry. We want our customers to feel at ease; from selecting the perfect fireplace to fit your home, to your first fire and beyond. We install and service everything we sell. Embers also offers a free in-home consultation to make sure that you, the homeowner, are comfortable with every aspect of its startup and use. We are proud to have grown into the only specialized retail fireplace shop in the greater Portland area.

**THE OWNER IS ALWAYS  
IN THE STORE !!!!!**



**EMBERS**

581 Main Street  
South Portland, Maine 04106  
[www.embersstoveshop.com](http://www.embersstoveshop.com)  
207-221-8242

## ***Embers Preventive Care Plan***



**EMBERS**

581 Main Street  
South Portland, Maine 04106  
[www.embersstoveshop.com](http://www.embersstoveshop.com)  
207-221-8242

## *Gas Stove & Fireplace Preventive Care*

*Because they involve flame, heat and venting of combustion products, gas fireplace systems require specialized knowledge for the best performance. If you haven't had the system cleaned in a while, we'll start with a Preventive Care call. Most gas fireplace manufacturers recommend Preventive Care annually to ensure optimum safety when using the appliance.*

### *Preventive Care Performed*

- Inspect gasket seal & glass assembly
- Inspect logs for placement and other issues that could cause sooting
- Clean unit to ensure it is free from dust, cobwebs, debris and pet hair
- Verify burner is secured and properly aligned with pilot or igniter
- Clean burner top & inspect for plugged ports, corrosion or deterioration
- Check for smooth lighting and ignition carry over to all ports
- Ensure pilot flame pattern and strength is proper
- Inspect orifice, thermocouple and thermopile to ensure proper working conditions



### *This is a Preventive Care Plan.*

*If one of our Preventive Care technicians finds that your appliance is not operating up to Manufacturers Standards, we will make an appointment for you with one of Embers service technician.*

We are pleased to now offer Annual Preventive Care Plan. Having your gas appliance system cleaned regularly ensures optimum performance. with Embers Preventive Care Plan, you can rest assured your appliance is ready to perform its intended function when you need it most.

### *Benefits include:*

- Reduced General Service Rate: \$20 off our current General Service Call fee.
- Courtesy Reminder Call: To ensure you won't forget, we'll call you to schedule a date and time that is convenient for your schedule.
- Complimentary Urgent Service: if your fireplace fails to perform during the cold months (October 1 - March 31), we'll provide service within 3 business days.

