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## **QUALITY FIREPLACE SOLUTIONS – Service Fraud**

Listed below are some of the things you should be aware of when you open the door to let any service technician into your home, as one cannot be too careful.

- Does the technician have a business card to give you?
- A legitimate service person should have not just tools in hand but also industry approved testing equipment.
- Stay with the technician and watch how he tests your appliance. You can determine if you are getting your moneys worth.
- After service and/or repair is complete, is the appliance tested for 15 minutes running?
- If a public service company states you have a bad part, does the technician you have in your home to repair this appliance just take someone else's word for it and remove the part without first testing or attempting to repair it.
- All replaced parts taken out of your appliance is your property. Do not let a technician take the used parts with them.
- Does the technician care about your home and your safety?
- The service ticket should separate service from labor and labor from parts. A legitimate company will have some format to properly explain the charges for their time in your home.