

Questions & Answers

Are service costs covered, even if my products need major repairs?

When you purchase *Lifetime Support*, the cost of both parts and labor is covered on all operating components that fail due to normal use.

Who will perform the service if repairs are needed?

Only Finest Hearth Certified Service Technicians and Factory Representatives will perform repairs and service when you're covered by *Lifetime Support*. Technicians are trained to repair your heating appliance and will only use quality replacement parts.

Do I have to schedule the annual checkup to maintain my heating appliance?

No. You will be contacted in advance of the winter heating season by a Customer Service Coordinator to arrange a convenient time for a Certified Service Technician to visit your home.

If I change my mind can I cancel my agreement with *Lifetime Support*?

We are confident that you will be completely satisfied with *Lifetime Support*. However, you can receive your money back on the remaining value of your agreement at any time, no questions asked.

Easy Registration for *Lifetime Support*



3 Ways to Sign Up

See your Finest Hearth Sales Representative today.

Call us at 800-564-9022.

Mail your application today.

For more information speak with an expert at
Finest Hearth & Home today.



359 Riverside Drive • Augusta, Maine 04330

www.finesthearth.com

Lifetime Support

Service Agreement

For Your Home Heating Appliance



**Finest
Hearth &
Home**

Maintain the safety, reliability
and efficiency of your stove
or fireplace – year after year.

Trusted Brands • Superior Service • Lifetime Support



Benefits you can expect

- Year-round coverage and emergency service.
- Annual cleaning of your heating appliance and checkup of all key components for safety and reliability.
- No out-of-pocket expenses for replacement parts or labor on repairs.
- Lower your heating bills with more efficient heating.
- Peace of mind knowing your heating appliance is safe and reliable.
- Your satisfaction is guaranteed. If not completely satisfied, your money back on the remaining value of your agreement.

Annual checkups include:

- Pressure (smoke) test the system
- Test & check all controls
- Replace thermocouples and gas pilot orifice, if necessary
- Clean & adjust ignition system
- Visually inspect electrical wiring where possible
- Test fire all equipment for proper operation
- Test combustion efficiency for maximum performance
- Provide quality replacement parts
- Inspect all gaskets and seals, venting materials, and structural integrity



peace of mind

At Finest Hearth, we believe you have the right to expect the very best performance from your heating appliance. We also want you to have total confidence in the ongoing safety of your stove or fireplace.

You made a major investment in your heating appliance.

Lifetime Support is a comprehensive service plan that is affordable, renewable and covers the annual maintenance and repair requirements for any gas or wood-burning stove or fireplace purchased at Finest Hearth & Home.

Even a minor heating problem can feel like a major interruption to your household's daily life. With *Lifetime Support*, Finest Hearth & Home will be there to ensure your stove or fireplace functions smoothly. If something goes wrong, Finest Hearth will promptly arrange for a highly-trained Certified Service Technician to immediately fix the problem.

Each year before the cold weather sets in, a Customer Service Coordinator will schedule a convenient time for a Certified Service Technician to visit your home to perform an annual checkup on your heating appliance. If a problem ever occurs with your heating appliance while under the *Lifetime Support* Agreement, all it takes is one phone call to Finest Hearth & Home to repair the issue.

Protect your investment and your peace of mind.

Make a smart investment in the long-term care of your heating appliances. With *Lifetime Support*, there are no surprises. No hidden costs. No deductibles. Don't give minor repairs the chance to become major problems. Maintain your peace of mind that your heating appliance is always safe and reliable.

Savings with Lifetime Support:

Type of Appliance	Your Cost	Annual Inspection	Annual Cleaning	Replacement Parts	Year-round Service	Chimney Inspection	Potential Savings
Extended Three Year Plan							
Gas-Burning Appliances	\$349	Free	Free	Free	Free	Free	Over \$1200
Wood-Burning Appliances	\$449	Free	Free	Free	Free	Free	Over \$1500

Quality service you can depend on – whenever you need it.

Don't worry about finding an experienced and qualified technician to repair your heating appliance. With *Lifetime Support* you can always have confidence that you'll receive prompt, reliable service from Finest Hearth's in-house staff of highly-skilled Certified Service Technicians.