

J. MACDONALD & SONS c.c.

Reg. No. CK 1989/019859/23



39-41 GOLFCOURSE ROAD - SYBRAND PARK - MOWBRAY
P.O. BOX 2326 - CLAREINCH 7740 - SOUTH AFRICA
TELEPHONE. (021) 696-7930
TELEFAX. (021) 696-8306
EMAIL. janice@macd.co.za

February 2016

Dear Customer,

HEATER / FIREPLACE SERVICE REMINDER

Winter is around the corner and we take this opportunity to remind you to have your heater or fireplace serviced before the cold season is upon us and there are long delays in our service department. We have listed below the charges for a basic service or chimney sweep, and details of the work that is included in the service are outlined on the back of this letter.

LOCAL AREA

Includes FISH HOEK, HOUT BAY, BLOUBERGSTRAND, DURBANVILLE & BRACKENFELL.

ACCOUNT

	C.O.D.	10 DAY
ANTHRACITE & WOOD HEATERS, JETMASTER FIREPLACES,	R1,100.00	R1,290.00
GAS HEATERS & STANDARD GAS FIREPLACES ALL MAKES	R 900.00	R1,090.00
ADDITIONAL FIREPLACE OR HEATER	R 900.00	
ADDITIONAL CHARGE FOR DOUBLE STOREY	R 150.00	

RURAL AREAS

Includes KOMMETJIE, MELKBOS, PAARL, STELLENBOSCH & SOMERSET WEST providing three or more services are carried out in the area at the same time.

ACCOUNT

	C.O.D.	10 DAY
ANTHRACITE & WOOD HEATERS, JETMASTER FIREPLACES,	R1,400.00	R1,590.00
GAS HEATERS & STANDARD GAS FIREPLACES ALL MAKES	R1,100.00	R1,290.00
ADDITIONAL FIREPLACE OR HEATER	R 900.00	
ADDITIONAL CHARGE FOR DOUBLE STOREY	R 150.00	
ADDITIONAL TRAVELLING CHARGE FOR ONE SERVICE IN RURAL AREA	R350.00/HR + R 3.50 /KM	
ADDITIONAL CHARGE TO REPAINT HEATER WITH SENOTHERM	R 650.00 - ALL UNITS -	
	R750.00 - FOR F/BELGE	

NOTE - The above service charges **INCLUDE V.A.T.** and are for **labour and transport only** and **DO NOT INCLUDE** the cost of any materials or spare parts required to complete the service.

Any work that may have to be carried out in addition to the basic service or any return visits that may be required to carry out additional repairs or adjust the heater, will be charged at an hourly rate of **R450.00**, incl. VAT plus a charge of R3.50/km when the distance is more than 20km from our premises. Charges for materials, spares or extra work are nett and will be invoiced separately, and must be paid within 10 days of invoice date.

PLEASE NOTE that in the event of our serviceman being called out and unable to carry out the service or repair as arranged, then a minimum call out charge of **R550.00** in the Local Area and **R850.00** in the Rural Area will apply.

PAYMENT may be made by **cash** or **cheque**, or by **credit card** or **EFT** if advised in advance.

COD means payment to our serviceman while he is on site at the time of the service.

10 Day Account means payment is received by us within 10 days of invoice / service date.

Invoices for materials, spares or extra work will be sent out separately and are due in full within **10 days** of invoice date, after which interest at 2% per month or part thereof will be charged on the outstanding amount until the date of settlement.

PLEASE READ the service description on the back of this letter and note should be taken of the comments relating to heaters more than 20 years old.

Please respond promptly as in the busy months of May, June & July there may be a delay of up to 4 weeks in our service department.

If you have any queries relating to your heater, fireplace or heating generally, please do not hesitate to contact us, and thank you for using our service.

Yours sincerely,

Richard Wantling...
RICHARD WANTLING



SERVICE DETAILS

The service/repair carried out by **J. MACDONALD & SONS** is subject to their standard Terms and Conditions as printed on the invoice, a copy of which is available on request.

The standard service of a heater or fireplace includes cleaning of all accessible flue/chimney passages, resealing the firebrick linings, the replacement of accessible gaskets if required (**excluding the cost of the gasket materials**), checking the operation of the grate and air control mechanisms and the checking of cowl as required, and there is an additional charge for double storey buildings.

The standard service of a Gas fired heater/fireplace includes decarbonising the burner, cleaning any filters and jets, cleaning of flue/chimney passages (where applicable), checking the operation of the gas control and safety cut out, and checking the gas system and bottles for leaks.

A standard service is required at least once a year, although certain heater manufacturers recommend more frequently, and a major service usually every 3 - 5 years. Should any work other than that described above be required, such as additional calls to make adjustments to the appliance or installation, or a major service that would entail removing the heater from the fireplace to repair or clean an inaccessible flue lining or brick structure, or to replace any parts, then this work would be carried out at the current hourly rate in addition to the basic service charge, plus a transport charge where applicable.

A major service will add the cost of about 2 hours labour to a standard service charge.

N.B. - The service implies no guarantee related to the correct functioning of your heater, fireplace, chimney or flue, as the fuel and structural, flue and operating conditions may be beyond our control.

Service charges exclude any parts.

OPERATING WARNING - HEATERS OVER 20 YEARS OLD

Many of the Anthracite heaters that are over 20 years old have shown signs of corroding, cracking or warping which cannot be rectified in a normal annual service, and are liable to give off toxic fumes if not overhauled or given a major service. The major service in the case of the Anthracite heaters has to be carried out in our workshop and can take several weeks during the peak season, and is often subject to the availability of spares which are becoming increasingly more difficult to obtain for the older models. We therefore recommend that you call on our services early in the season if you have an older model heater that you think may need more than a minor service.

Westpoint, Winterwarm and Wonderheat oil fired heaters.

These heaters are now completely obsolete and new parts are no longer available and we are no longer able to service them.

These heaters can be replaced with a RINNAL gas fired model, the operation of which is very similar, or an INFINITI or JETMASTER gas fireplace.

If you would like a free quotation for a new heater, fireplace or gas fire please phone our office and we will arrange a convenient time to call on you. Trade-ins will be considered.

SERVICE REQUEST FORM

We are constantly updating and computerising our records and request that you complete the form herewith and either post or fax it back to us as soon as possible. If you have an e-mail address that you would like us to use please let us know.

If you no longer have a heater or do not want to remain on our customer list, please endorse the form or phone Debbie or Deliah 021-696 7932 and let them know your position.

PLEASE do not ignore the above request, and once again thank you for your support in the past and we assure you of our efforts to continually improve our service in the future.

PLEASE SIGN AND RETURN ENCLOSED FORM FOR OUR RECORDS
J MACDONALD & SONS CC
P O BOX 2326
CLAREINCH
7740

Please arrange to repair/service my heater as per the details of your service letter and subject to your Terms and Conditions of sale a copy of which is available on request.

NAME :ID. No.....

ADDRESS :
.....

POSTAL CODE: E-MAIL ADDRESS:.....

PHONE: (H) (W) (FAX) (CELL.)

SIGNED: DATE:

HEATER TYPE/MODEL:

CHIMNEY/FLUE SINGLE STOREY DOUBLE STOREY
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ITEM/PROBLEMS NEEDING ATTENTION
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