



# IMPORTANT INFORMATION

**READ BEFORE UNPACKING!**

# Limestone and Marble Fireplace Unpacking Checklist and Instructions:

## INSPECTION ON ARRIVAL

**Step 1:** If you have ordered a gas or electric fire with your fireplace this will be strapped to the top of the crate. Remove this allowing you to see inside of the crate.

**Step 2:** Remove any external packaging/shrink wrap.

**Step 3:** Once all external packing and extra parts have been removed you should have a clear view into the crate containing the fireplace. Visually check the fireplace making sure that there are no cracks, breakages or chips in the fireplace. If you discover any damage please call us immediately (see note 1)

**Note 1 - The back panels edges and areas that won't be visible once fitted aren't finished. Minor chips and rough surfaces in these areas are from when the stone is cut during production. These small chips are nothing to worry about as none of these areas will be visible once the fireplace is fitted but please feel free to call us whilst the driver is still there if you have any concerns.**

### Important Note:

**Please ensure that when you remove the wooden cross beams from the crate you do so from side opposite the hearth. Damage to the front of the hearth can easily be caused by people opening a crate with a claw hammer or bar on the side of the crate where the hearth is packed - It is important that any nails left protruding from the crate are removed before you start lifting any parts from the crate. Leaving nails in often results in the stone being chipped as it is removed from the crate.**

If you are unsure at this point whether or not these is an issue then please stop and call our help line for advice – **0845 450 8350.**

## UNPACKING YOUR FIREPLACE

### **Please Note:**

1. Ensure you are familiar with Health and Safety requirements of manual handling.
2. The weight of the part should be assessed before you attempt to lift it in most cases you will require 2 persons to lift.
3. It is important that you set the stone down a soft surface and on the backside of the pieces, avoid putting them down on the edges, corners or finished faces. The best thing to use to place the stone on is the polystyrene that is in the crate – if you double it up it will also prevent you from trapping your fingers under the stone which again can cause the stone to chip. (See note 3)

***Note 3 - Whilst you are unpacking the fireplace please check each item for any chips or cracks if at any point you are unsure of anything then please stop straight away and call our help line on – 0845 450 8350.***

## Extra notes regarding Limestone and Marble Fireplaces:

1. The stone may be wet when you receive it; therefore individual components will appear different in colour. Any colour variation will gradually disappear after installation.
2. Repairing stone is very normal as it is almost impossible to get stone that doesn't have some fissure or crack which will need to be filled or repaired. It is important that the fitter is capable to do this and has the correct equipment to do so these include an angle grinder with sanding disks, filler/grout and wet and dry sand paper.
3. Stone and granite back panels may have chipped outer edges and chips on the edges of the fire opening. Provided that these are hidden by the fire surround or the frame of the fire then the product would be deemed to be acceptable as they won't be visible once the fireplace is fitted.