

Darlene [redacted]
Waukesha, WI 53066

June 10, 2005

Wisconsin Chimney Technicians
1110 S. West Ave.
Waukesha, WI 53186

Dear Wisconsin Chimney Technicians:

In February of 2005 we called Wisconsin Chimney Technicians to replace our fireplace doors. Jeff the president of Wisconsin Chimney came to our home to evaluate our fireplace and to decide on how to handle the situation. He came to the conclusion that our heatelator was dangerous and suggested that we choose either electric or gas. The cost to correct the system would have been more than we wanted to spend if we would have installed a gas fireplace.

Jeff's employees Jim and Tony came to our home on a scheduled date removed our heatelator and discussed with us the many options that are available when ordering doors. Much care was taken when removing the interior of the heatelator from the fireplace to protect the woodwork in our home and the actual bricks and stones that the fireplace was composed of.

Both men worked together through the entire process. Jim discussed the many possibilities of ordering doors while Tony was very friendly, and his casual manner, helped take the tension of off all the pressure that went into make the critical decisions. A few hours were required to work out the design completion of all aspects of the finished door. Jim did this on his own time.

Our home is rustic with earth tones incorporated into the decorating. We needed something that would blend and yet would be the focal point of the room that it was meant to be. A combination of beauty, practicality, artistry, and good design was required. Weathered iron trim along with antique brass inner doors was recommended. Jim explained the weight and finish of the metal that went into the construction made them not only beautiful but also sturdy. Celtic trim on the bottom of the fireplace was added. The framework of the insert was to within 1/8 of an inch on both sides, and this space was filled in with caulking when installation took place. The grouting that was required above the doors was matched perfectly to the grouting in the stonework of our fireplace.

The expertise and professionalism that was used throughout this entire process from beginning to completion of this project was outstanding. These doors have enhanced our fireplace to the point that it has become the beautiful focal point in our home that it was meant to be. The actual process of ordering the door and receiving was slightly longer than expected, but once they were installed, I can honestly say that the weight was well worth it. The fireplace not only is beautiful, but it also looks real.

Sincerely yours


Darlene