



## Covid-19 Update / Auckland at Alert Level 4

At **The Fireplace** we're doing everything possible to keep you, your family, your community and our staff safe in response to Covid-19. We continue to follow best practice guidelines from the Ministry of Health, maintaining physical distancing and hygiene routines to reduce risks to our staff and customers, their families and the wider community.

Under Alert Level 4 all businesses will be closed except for essential services and lifeline utilities. However all your key contacts at **The Fireplace** are all available for support, working remotely.

### **Sales support and technical advice**

Our sales consultants and technical staff are all working and available via normal communication channels. Additional contact details are also provided below and our website offers comprehensive product information, technical advice and online contact facilities. Please do connect and let us know how we might assist with your project.

### **Showroom access**

Our Mt Eden Showroom is closed until further notice. All our retail partner operations around New Zealand are also impacted so please visit their websites for instruction in your locality.

### **Site visits & installation projects**

All site visits and installation projects have been halted until further notice.

### **Fireplace servicing and spare parts**

We will be available to supply parts but only for extreme emergency circumstances. Lead times will be confirmed on a case by case basis via normal communication channels.

Please feel free to contact us for any enquiries at [sales@thefireplace.co.nz](mailto:sales@thefireplace.co.nz) or on **(09)623 6990**.

Thank you for your continued support under such extraordinary circumstances. Stay safe.

**Geoff Dunn**

MANAGING DIRECTOR

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