

Covid-19 Level 4 Response

In these uncertain times we want you to know at **The Fireplace** we're doing everything possible to keep you, your family, your community and our staff safe in response to Covid-19. Under Alert Level 4 all businesses will be closed except for essential services and lifeline utilities.

For our industry, essential services means work related to critical infrastructure or services immediately needed to maintain human health and safety at home/work. Consequently many aspects of our operation will be halted for the foreseeable future. Please see below.

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.

Sales support and technical advice

Our sales consultants and technical staff are all working remotely and available via normal communication channels. Additional contact details are also provided below. And of course 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.

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. The repair/replacement of components, fittings and/or an appliance where there is an immediate threat to human health and safety would be considered an emergency. Routine servicing however would not. Lead times for supplying parts for emergency situations will be confirmed on a case by case basis via normal communication channels.

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



Geoff Dunn

MANAGING DIRECTOR

Contact	Function	Mobile	Email
Geoff Dunn	Managing Director	021 300246	geoff.dunn@thefireplace.co.nz
Dave Thompson	Director - Finance & Operations	021 674483	dave.thompson@thefireplace.co.nz
Angela Hiddleston	Technical Support Manager	021 799363	angela.hiddleston@thefireplace.co.nz
Gavin Welsh	Warehouse & Logistics Manager	021 2899120	gavin.welsh@thefireplace.co.nz
Shane Hislop	Sales Manager	021 347123	shane.hislop@thefireplace.co.nz
Christo Kruger	Installations Manager	021 1179566	christo.kruger@thefireplace.co.nz