



Patio, Fire, & BBQ
Design & Install
1715 S Campbell Ave.
Springfield, MO 65807
417-869-1513
maschinos.com

Maschino's

Fireplace Service Scheduling Updates

June - August

- Preseason Services
- Ability to schedule fireplace cleanings, checkups, and pilot lighting for the coming season.

**As of April 2025,
Maschino's is changing
our fireplace service
season availability.**

September - January

- General Service Season ONLY
- Ability to schedule repair and emergency services.
- If your fireplace functions but needs cleaning, you may call to be placed on the waitlist for openings.

Maschino's recommends starting your fireplace in June - August to make sure it will work when you need it. During peak season there may be a 6-8 week wait for a service appointment.

If you have had a Preseason Service and you come across an issue during the General Service Season, you will be scheduled at our earliest availability and Maschino's will honor 10% off our regular service rate.

For units over 5 years of age, parts like valves and pilots are NOT guaranteed to last through the season after a Preseason Service. This service is considered basic maintenance and should be done yearly to prevent the premature aging of your unit.

If you have had a Preseason Service and there is a warranty issue with your fireplace, you will be scheduled at our earliest availability.

Maschino's will no longer be using customer provided batteries during any service. If batteries need to be replaced on your unit, the standard charge will be incurred. If you would still like to use your own batteries, our service techs can instruct you on how to replace them and their location.
If these batteries stop working during the season, a service charge will be incurred to have Maschino's replace them.

If you have any questions or concerns, you can ALWAYS contact us:
Call or Text: 417-869-1513 Email: breanna@maschinos.com