

# CHIMNEY PROBLEM QUESTIONNAIRE

## SUPPORT AND PROBLEM SOLVING

Free technical evaluation



ICP will help you diagnose and recommend solutions for your customers' chimney problems. Have your customer answer the questions completely and accurately, then fax or email the completed form to ICP.

### Step 1: Describe the problem

- Smoking/downdraft  Minor  Excessive  
Only with wind  Yes  No  
Both with & without wind  Yes  No  
Only during startup  Yes  No  
Creosote  Yes  No  
Other problems \_\_\_\_\_

### Step 2: Describe the heat source

Note: Complete a separate questionnaire for each heating appliance.

- Fireplace  Fireplace insert  Furnace  Stove  
Manufacturer \_\_\_\_\_ Model# \_\_\_\_\_

Fireplace front opening size:

Inches high: \_\_\_\_\_ Inches wide: \_\_\_\_\_

Appliance smoke outlet size:

Inches diameter: \_\_\_\_ or \_\_\_\_" wide by \_\_\_\_" high

Source of combustion air:

- Indoor air  Outdoor air

Fuel:

- Gas  Oil  Wood  Coal  Pellets

Location of heating appliance:

- Basement  1st floor  2nd floor

- 3rd floor  Other \_\_\_\_\_

### Step 3: Describe the chimney

Chimney opening:

- Round  Square  Rectangular

Inside dimensions of opening:

If round, \_\_\_\_\_ inches diameter

If square or rectangular, \_\_\_\_\_" wide by \_\_\_\_\_" long

Chimney height:

\_\_\_\_\_ feet above appliance

\_\_\_\_\_ feet above height of roof

\_\_\_\_\_ feet above highest roof

Chimney on one-story addition to multistory building:  Yes  No

Masonry chimney liner:

- Unlined  Tile liner  Metal lined

Metal chimney:

- Single wall  Double wall  Triple wall

- Insulated  Solid pack  Air cooled

### Step 4: Provide other chimney data

Is there a cleanout door?  Yes  No

Is there a chimney cap?  Yes  No

What type of cap? \_\_\_\_\_

More than one heater connected to the flue?

Yes  No If yes, how many? \_\_\_\_\_

Any unused openings in chimney?  Yes  No

Is there a damper?  Yes  No

How often is chimney cleaned? \_\_\_\_\_

Ever had a chimney fire?  Yes  No

Is there a barometric damper?  Yes  No

### Step 5: Provide building information

Single family  Multi-family  Apartment

Condominium  Other \_\_\_\_\_

Height (# of floors):  One  Two  Three  Other \_\_\_\_

Nearby obstructions:

Tall trees  Taller buildings  Hills

If hills, are you: at top  at bottom  on side

Insulation:

Roof  Walls  Floors  Storm windows

Ventilation:

Kitchen fan  Attic fan  Roof vent  Dryer

Bathroom fan  Radon mitigation

Central heating system:

Steam  Electric  Baseboard hot water

Hot air  Hot air appliance: \_\_\_\_\_ feet from nearest return air duct

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (daytime) \_\_\_\_\_

Best time to call: \_\_\_\_\_ (EST or EDT)

