

Procedures from point of sale, through installation and recycling

1. Verify that the voucher is original. Original vouchers will have Sacramento AQMD seal. Also verify that the voucher is still valid by checking the expiration date on the voucher. If the customer brings you a voucher that had already expired, then advise the customer that he/she must apply for a new voucher.
2. Verify the type of the existing device (e.g., fireplace, wood stove/insert) by visiting the home. For example, if the customer is removing an uncertified wood stove/insert, verify that the wood stove/insert is uncertified by checking the make and model number. If you are unsure, call the manufacturer.
3. If the customer decides to purchase a new device, make sure to provide the discount at the time of sale. Do not tell the customer that the discount will be given at a later time. Do not take the voucher from the customer unless the customer signs a contract or enter into a binding agreement to purchase a new appliance.
4. Notify the Sacramento AQMD via fax or e-mail by providing the Sacramento AQMD with the voucher number. The Sacramento AQMD will update the information in the database so that the voucher will not expire. This is very important especially if the customer brings you a voucher that is going to expire on the day of purchase. The timelines for notifying the Sacramento AQMD are specified in the [Statement of Expectations](#) (PDF). If you do not notify the Sacramento AQMD before the expiration date, the Sacramento AQMD will not accept the voucher. The Sacramento AQMD may not be able to issue a replacement voucher if there is no money left in the program or if the incentive period has passed. This means that the Sacramento AQMD will not reimburse you for the voucher discount given to the customer. This can be up to \$1500 for this phase.
5. Complete the Retailer Section on the first page of the voucher and fax to the Sacramento AQMD no later than the expiration date on the voucher. This will assist the Sacramento AQMD in allocating the right voucher discount amount.
6. Make sure to take a before color photo of the existing device. Please note that a before photo is not required for an installation involving a gas log set.
7. Take a color photo of the installed device.
8. Make sure that the customer signs the purchase invoice acknowledging that he/she has received the voucher discount.
9. You must finish all of the installations and submit the paperwork to the Sacramento AQMD by the timelines specified in the [Statement of Expectations](#) (PDF). If you are not able to finish some of the installations by the deadline, you must provide a prior written explanation to the Sacramento AQMD stating why the work cannot be finished. The Sacramento AQMD will review it and may grant an

extension. Any paperwork submitted after the deadline without a prior authorization from the Sacramento AQMD will not be accepted for reimbursement.