

The logo features a stylized 'C' in red and blue, followed by the word 'CERTIFIED' in large blue capital letters. Below this, 'Heating and Air Conditioning, LLC.' is written in red.

CERTIFIED

Heating and Air Conditioning, LLC.

P.O. Box 1071, Hope Mills, NC 28348
Office: 910-858-0000 Fax: 910-858-0008
www.certifiedheatingandairnc.com

Dear New Homeowner,

First and foremost, we would like to say congratulations on your new home and/or new HVAC system! We have enclosed some important information on the 1-year labor warranty that you have with Certified Heating and Air, along with information on preventative maintenance, and helpful tips for proper care and operation of your HVAC system.

Also, we would like to let you know that extended parts warranties are available to you from your HVAC manufacturer that may need to be registered. In addition, you can purchase extended warranties that are extremely affordable and will cover up to 100% of the cost of any repairs to your system for years to come. These warranties are only available to you for a limited time as the owner of a newly installed HVAC system.

Please contact our office right away for details on these extended warranties or visit our website for links to brand specific warranty information as well as to set up a schedule of preventative maintenance under our service agreement program. We look forward to working with you!

Respectfully Submitted,

Certified Heating & Air, LLC



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1 Year Labor Warranty:

1. **Scope of Coverage:** This warranty applies to the installation of a new HVAC system/equipment by Certified Heating & Air, LLC.
2. **One Year Labor Warranty:** Certified Heating & Air, LLC warrants the installation of the HVAC system to be free of defects or malfunction for the period of one year from the date of installation. For a period of one-year, Certified Heating & Air, LLC will repair or replace defective parts without charge for labor during normal business hours (Monday-Friday 8AM-5PM).
3. **What is not covered:** This limited warranty does not cover conditions caused by abuse, neglect, abnormal wear and tear, electrolysis or improper operation including your failure to comply with manufactures instructions. Unreasonable use or failure to provide reasonable and necessary maintenance of the system are not covered. Maintenance procedures outlined by the manufacture such as maintaining system filters and proper routine inspections are the buyer's responsibility and are not warranted. Furthermore, labor to replace parts excluded from the manufacturer's parts warranty is not covered under the warranty and full labor warranty will be voided if system is serviced or work is performed by any HVAC Company other than Certified Heating & Air, LLC. Service calls within the 1-year warranty period that are found to not be covered under the scope of coverage will be billed and the Homeowner will be held responsible for any charges incurred. Homeowner will also be responsible for all utility bills, Certified Heating & Air, LLC will never pay or be responsible for utility bills for any reason. After hours service requests are not covered under this warranty unless deemed an emergency by state law. An emergency is defined as being without "operable heating facilities capable of heating living areas to 65 degrees Fahrenheit when it is 20 degrees Fahrenheit outside from November 1 through March 31," according to state law. A service request is not an emergency if there is more than one system for the home. Inoperable air conditioning is not deemed an emergency. After hours service request will be billed at the homeowners expense.

***Parts Warranties are brand specific. Some extended parts warranties require homeowner registration. Please visit our website to find links to warranty information and how to register for all the brands that we provide and install.**



We would like to take this opportunity to let you know about the options that are available to you with our Company. Our company offers several affordable service agreement plans to all of our customers to insure their investment in their HVAC system. Please read over the following information and tips provided by a major HVAC manufacture to see the importance of proper maintenance for your system.

Proper maintenance is key!

- Maintenance and service play a key role in the lifecycle of a heating or air conditioning system.
- Failure to complete regular preventative maintenance may void warranties provided by your installer or manufacturer.
- Heating and cooling systems work incredibly hard to perform their functions for your household. The constant stopping, starting and continual operation can wear down a machine quickly and unexpectedly if the proper care and maintenance is delayed.
- By performing preventive maintenance, or servicing your system regularly, you can maximize the lifecycle of your heating or cooling unit and guard against many unexpected failures.
- Preventive maintenance inspections performed on a regular basis can uncover leaks, rust, rot, soot, frayed wires and corroded electrical contacts.

What equipment requires preventive maintenance?

- At least once a year, heat pumps and air conditioners require a professional tune-up, but most manufactures suggest twice a year maintenance. Because gas-fired equipment functions with greater efficiency, it only needs to be serviced every other year. We recommend that you check with your specific manufactures to see how often you should schedule regular maintenance to insure the life of your system and your warranty.
- Inspections on boiler and furnace systems should include ductwork, pipes, dampers, valves, the chimney, registers, radiators, pumps, blowers, fuel lines, the gas meter, oil tank and every part of the actual furnace and boiler.
- Meanwhile, heat pump and air conditioning unit inspections should also include inspections of the fan, compressor, indoor coils, outdoor coils and refrigerant lines.



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HVAC systems are complicated networks of machinery that should be serviced by a certified professional. However, if your HVAC system seems to be malfunctioning, you can try a few basic steps, which may correct your problem, prior to calling a service professional. If you do not feel comfortable performing any of these tasks, however, do not hesitate to call an HVAC contractor.

- Disconnect and reconnect your indoor and outdoor switches.
- Make sure your circuit breakers are in the ON position.
- Make sure your filters are clean.
- Open supply and return vents and make sure they are unobstructed.
- Check the settings on your thermostat.
- Make sure the system is on the appropriate COOL or HEAT setting.

What is the most efficient way to run my heating and cooling system? Here are some helpful tips:

- Keep your thermostat at a constant temperature; the recommended temperature is 78°, even when no one is home.
- Change your filters every month.
- Check the outside condensing unit regularly for any grass clippings or leaves stuck to the coil. If it is dirty:
 1. Disconnect the power at the circuit breaker FIRST!
 2. Use a shop-vac with a brush attachment to vacuum off the debris.
 3. Run water from a garden hose through the coil until the water passing through it is clear.
 4. Turn the power back on.
- Have the unit serviced twice a year by a licensed service company.



Heating and Air Conditioning, LLC.

Family Owned and Operated Since 2001

Expert Service Technicians

Servicing All Major Brands

NOW OFFERING 3 LEVELS OF PREVENTATIVE MAINTENANCE

Basic Pay As You GO - \$165.00 per visit per system

Includes

- System Diagnostic
- One time service and cleaning.

Priority Service Agreement - \$129.99 one time (\$100.00 for each additional system)

Includes

- 2 Seasonal Services within a one-year period.
- 15% Discount on all Repairs within a one-year period.
- No overtime charges for emergency after hours service calls.
-

ELITE Priority Service Agreement - \$195.99 one time (\$125.00 for each additional system)

Includes

- 2 Seasonal Services within a one-year period.
- 20% Discount on all Repairs within a one-year period.
- No overtime charges for emergency after hours service calls.
- Elite Rapid Response Scheduling.

**All of our preventative maintenance agreements
includes a one-year parts and labor warranty on all repairs.**

Contact us today to sign up!

Office 910-858-0000 Email Service2.Certified@gmail.com

BRAND SPECIFIC LINKS

TRANE

Warranty:

<https://www.trane.com/residential/en/for-owners/warranty-and-registration/>

LENNOX

Warranty:

<https://www.lennox.com/owners/assistance/warranty>

GOODMAN

Registration:

<https://www.goodmanmfg.com/product-registration>

Warranty:

<https://www.goodmanmfg.com/warranty-lookup>

System Information:

<https://www.goodmanmfg.com/resources>

Helpful Links:

<https://www.goodmanmfg.com/resources/hvac-learning-center>

HEIL

Registration & Warranty:

<https://www.heil-hvac.com/en/us/product-registration-warranty/>

Carrier

Warranty:

<https://www.carrier.com/residential/en/us/homeowner-resources/product-literature/>

*Please be aware that some systems such as Split System Heat Pumps have more than one piece of equipment or component that must be registered. Please contact our office should you need assistance with your registration. We are not responsible for equipment or manufacturers' warranties that are not completely or properly registered.