

Prime Time Heating and Cooling

www.primetimeheatingandcooling.com
kevin@primetimeheatingandcooling.com

1-734-419-4134



To Our Valued Customers,

Thank you for choosing Prime Time Heating and Cooling for the installation of your new HVAC system.

Permit Requirements

*All systems require a permit and inspection to be completed by the city in which you reside. Prime Time Heating and Cooling will obtain the permit as required for your unit and will schedule an appointment within 30 thirty business days of the installation date with the city to come out to your home and complete their inspection.

Inspections are completed during business hours, as available by the city. Someone must be present at your home for the inspection to be completed. The cities do not give us appointment times for the inspections. You must be available all day on the scheduled day until the inspection is completed.

If you are eligible for a DTE and/or Consumers Energy rebate your rebate will not be processed until your inspection is completed. If you are not eligible for a DTE and/or Consumers Energy rebate on your HVAC unit your labor warranty will not be valid until your inspection is completed. If you miss your inspection you will be billed for the re-inspection fee as charged by the city. If you fail to pay the re-inspection fee your labor warranty will not be valid until the re-inspection fee is paid.

Rebates

If your unit is eligible for rebates through DTE and/or Consumers Energy please complete the supplied rebate forms and return them by scanning and emailing them to kevin@primetimeheatingandcooling.com or by mail to Prime Time Heating And Cooling 36953 Schoolcraft Rd. Livonia, MI 48150. You can also obtain the rebate forms on our website at www.primetimeheatingandcooling.com under the forms tab located at the bottom of the homepage. Your rebates will be received within 6-8 from the date submitted.

Right to Cancel

Under Federal and State law you have three days until midnight of the third day from the date of the agreement to purchase your HVAC system to cancel. No cancellations will be made after installation has occurred.

Required Maintenance

Regular scheduled maintenance is recommended to keep your HVAC system running at its peak. We recommend yearly maintenance on your furnace and air conditioner. They need to be cleaned and checked along with your humidifier, hot water heater, and thermostat. Your furnace and humidifier filters need to be changed per the manufacturer recommendations. However if you have construction, pets, or a high dust level in your home you may want to change your filters more frequently. Dirty filters will cause your furnace and air conditioner to not function properly. If your air conditioner or furnace is not functioning properly due to a dirty filter this is not covered under our two-year labor warranty.

Check the Following to Avoid Paying a Service Call Fee, As these causes are not covered under the 2 year labor warranty:

- Check your thermostat. Make sure it is connected to your furnace and/or on in the correct heating or cooling setting. Check your thermostat batteries.
- Make sure the power switch to the furnace is on.
- Turn your furnace off, wait 10 seconds, and turn it back on. (If your furnace turns back on you may still want to have us come check the unit out as needed)
- Check your filter. If it is dirty replace it. This will not instantly resolve your furnace or AC issue it can take up to 24 hours for it to reset and you may have to turn the furnace off and back on.
- Check your GFI switch, it may need to be reset.

Warranty Information

Every installation comes with a two-year labor warranty provided by Prime Time Heating And Cooling unless otherwise noted. Every furnace and air conditioner comes with the manufactures warranty. Extended warranties are available for an additional cost. Rheem hot water heaters are covered for six years, Rheem air conditioners and furnace is are covered for 10 years, and Mitsubishi mini split systems are covered for 12 years.

Please sign and date below to acknowledge receipt and understanding of the provided installation information and requirements.

Customer Signature: _____ Date: _____

Email Address: _____

A copy of this form will be emailed for your records. Thank you for your cooperation.

Prime Time Heating and Cooling LLC Effective 08/21/2018

* Unless customer refuses permit