

# 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. Installations for a furnace **or** AC will typically take one day. Installations for **both** a furnace and AC will typically take two days. You can expect an installation crew to arrive on the scheduled morning of your installation date between 8-9 am and finish in the afternoon. Full payment is due upon completion of the job. We accept cash, credit, check, or financing through Synchrony bank.

## 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 with the city within 30 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 inspections are completed.

If you are eligible (only high efficiency systems and Wifi thermostats qualify for rebates) for a DTE and/or Consumers Energy rebate your rebate will not be processed until your inspections are 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 inspections are 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 fees are paid.

## Rebates

If your unit is eligible for rebates (only high efficiency systems and Wifi thermostats qualify 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 weeks 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 ongoing 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

### **These causes are not covered under the two 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 AC, furnace, humidifier, and, hot water heater installation comes with a two-year labor warranty provided by Prime Time Heating and Cooling. Every AC, furnace, humidifier, and hot water heater comes with the manufacturer's part warranty. Extended warranties are available for an additional cost. Your warranty will be registered by Prime Time Heating and Cooling and a copy will be sent to your email from the manufacturer.

**Please print your name, sign your name and the date below to acknowledge receipt and agreement of the provided installation information and terms. Please keep a copy of this form for your records. Thank you for your cooperation.**

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

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

EmailAddress: \_\_\_\_\_

Prime Time Heating and Cooling LLC

\* Unless customer refuses permit

Effective 01/19