

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 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 in 30 thirty business days of the installation date with the city to come out to your home and complete their inspection/s. * Unless customer refuses permit

Inspections are completed during business hours, as available by the city. Some one 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 the 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 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. Yearly maintenance on your furnace and air conditioner is required to keep your labor warranty valid. Your AC and Furnace 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 (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.

Maintenance Contracts

A one-year maintenance contract comes with the new installation of a furnace AND air conditioner. The contract consists of one air conditioner tune up to be performed in the Spring and one furnace tune up to be performed in the Fall. We will contact you to schedule these tune ups. Also included in the contract is 15% off repairs during the contract year and priority scheduling.

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 the system to reset and you may have to turn the furnace off and back on again.
- 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.

Extend Your Labor Warranty by Becoming a Maintenance Contract Customer

Sign up for our maintenance contract after your free one-year contract expires for the following four years and we will extend your labor warranty from 2yrs to 5yrs from the date of your installation. The contract consists of one air conditioner tune up to be performed in the Spring and one furnace tune up to be performed in the Fall. We will contact you to schedule these tune ups. Also included in the contract is 15% off repairs during the contract year and priority scheduling.

Please print your name and date and sign your name date below, including your property address and email to acknowledge the receipt and agreement of the provided installation information, terms, and conditions of installation. Please keep a copy of this form for your records and return the signed signature page to Prime Time Heating and Cooling by scanning and emailing it to kevin@primetimeheatingandcooling.com or by mail to Prime Time Heating And Cooling 36953 Schoolcraft Rd. Livonia, MI 48150. Thank you for your cooperation.

Prime Time Heating and Cooling LLC
Effective 01/20

Customer Property Address: _____

EmailAddress: _____

Customer Name: _____

Customer
Signature: _____ Date: _____