

# Prime Time Heating and Cooling

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## Prime Time Heating and Cooling Customer Installation Form

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 and 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. 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/s 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 system 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 about us, forms tab located on 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 commenced.

### Required Maintenance

Regular scheduled maintenance is required 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 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.
- 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 should turn the furnace off and back on again).
- Check your GFI switch, it may need to be reset.

**Warranty Information**

Every hot water heater, humidifier, and thermostat installation comes with a two-year labor warranty provided by Prime Time Heating and Cooling. Every AC, furnace, humidifier, thermostat (installed alone), and hot water heater comes with the manufacturer’s part warranty. Every furnace, ac, and thermostat (installed with and ac and or furnace) comes with a 10-year labor warranty. Warranty service is valid only during business hours, excludes holidays. Your warranty will be registered by Prime Time Heating and Cooling and a copy will be sent to your email from the manufacturer and or warrant company.

**Become a Maintenance Agreement Customer**

Sign up for our maintenance Agreement and save money and time! The Agreement 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 agreement is 15% off repairs during the agreement term and priority scheduling.

**Prime Time Heating and Cooling Customer Installation Form** \*Effective 05/22

Please print your name and date and sign your name below, including your property address and email to acknowledge the receipt and agreement of the provided installation information, terms, and conditions. 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.

Property

Address: \_\_\_\_\_

Email

Address: \_\_\_\_\_

Customer

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

Customer

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