

- To ensure safe, reliable, and efficient operation of your heating and cooling equipment, annual maintenance should be performed by a certified HVACR service professional.
- Air Doctors Heating and Cooling, LLC., reserves the right to refuse service for situations such as, but not limited to tampering or servicing by an unqualified person, voided equipment clearances, lack of maintenance, unsafe equipment. Diagnostic fee still applies.
- Air Doctors Heating and Cooling, LLC., at its sole discretion, reserves the right to not utilize customer provided equipment.
- The invoiced amount of a service call is due upon the completion of work. If the invoice total is not paid in full within 24 hours of the completion of work, there will be a 20% penalty added to the invoice total.
- For new equipment installations paid by cash or check, 66% (2/3) of the invoiced amount is due prior to the start of work, and the remaining balance is due upon the completion of work. If the invoice total is not paid in full within 24 hours of the completion of work, there will be a 20% penalty added to the invoice total.
- For new equipment installations funded by FTL Finance, Mircof, or an equivalent finance company, the full invoice total is due at the completion of work and the paperwork must be signed by the customer. If the invoice total is not paid in full within 24 hours of the completion of work, there will be a 20% penalty added to the invoice total.
- After the completion of work, the work area will be broom cleaned and/or mopped if necessary.
- Mismatching SEER and/or EER ratings is not recommended. The operation of this type of mismatched system has not been evaluated together as a system. There are no published performance or efficiency ratings. Results may vary. Air Doctors Heating and Cooling Co., LLC. is not responsible for high energy bills or capacity issues as a result of mismatched equipment.
- Air Doctors Heating and Cooling, LLC. is not responsible for equipment theft, sabotage, copper theft, or equipment damage due to burglary, vandalism, or malice.
- If your equipment is condemned and considered unsafe, Air Doctors Heating and Cooling Co., LLC will remove the unsafe equipment from service and notify you of the corrective actions.
- Depending on your home's construction, the existing ductwork may be undersized for the application of air conditioning. If air conditioning is applied, there may be unobjectionable noise as a result of undersized ductwork. Air Doctors Heating and Cooling, LLC. is not responsible for

any objectionable noise or comfort inadequacies as a result of improperly designed systems and equipment.

- Due to the physical phenomenon of warm air rising, the 2nd level of a residence or business is usually 5 – 10°F warmer than the ground level. Equipment zoning is an effective method to remedy this issue.
- Warranty claims will not be honored if the equipment has been subjected to water damage, physical damage, degraded utility power, and/or lack of maintenance.
- All electrical related electrical parts repairs come with a standard 1-year warranty.
- Full or partial payment to this invoice or proposal indicates acceptance of these terms and conditions. Additionally, the customer agrees to the scope of work performed under this invoice.
- If a component is replaced such as a thermostat, the new replacement component may not have the same footprint or dimensions as the component that is being replaced. Air Doctors Heating and Cooling, LLC, is not responsible for any wallpaper replacement or touch-up painting resulting from component design.
- The labor portion of this invoice includes the time necessary to locate and secure parts and supplies; to perform engineering and planning tasks; the required travel time to reach the customer's premise; and the time required to execute the services or repairs that are needed. The time indicated on the invoice may not reflect the "actual" time spent on the customer's premises.
- Whenever atmospheric combustion appliances are being utilized, combustion air must be accounted for and calculated per any applicable codes and standards, or based on manufacturer's recommendations. Situations, such as finishing the area where the combustion appliance(s) are located or not adhering to the appropriate clearances, may cause issues with providing adequate combustion air. Air Doctors Heating and Cooling, LLC, is not responsible for any damage or injuries resulting from a lack of combustion air.
- Air Doctors Heating and Cooling, LLC, is not responsible for equipment or customer damage arising from voided equipment clearances.
- Drop-in (alternative) refrigerants may experience a drop in system capacity which results in a decrease in performance and longer run times. Air Doctors Heating and Cooling will not warranty any systems where a drop-in refrigerant has been utilized.
- Rule 408.4027 Adoption of ASME code CSD-1 states: An owner or user of a boiler system shall ensure that the maintenance and testing of controls and safety devices is conducted by an individual with a valid mechanical contractor license with the appropriate classification.
- No warranty will be provided for defects found during CSD -1 Testing. Defects of any type are the Owner's responsibility for correction and/or repair.

- Boilers that have not been properly inspected and tested per the Michigan Boiler Rules, should not be placed in service.
- Any additional requests or citations given by Authority having Jurisdiction for boiler upgrades or code changes are the owner's responsibility to repair or correct.
- Customer must have someone at least 18 years of age present while technician is in the home.
- Receipts will not be provided for parts or materials.

Service Plan Terms and Conditions:

- The Service Plan Agreement must be prepaid in full or have an established monthly payment plan scheduled.
 - **The Service Plan Includes**
 - Filter Subscription
 - Annual Spring Tune Up
 - Annual Fall Tune Up
 - Priority customer support
 - Emergency Service
 - 15% Discount on all other services
 - **Excluded products and services:**
 - Electronic Air Cleaners
 - Dehumidifiers
 - ECM