



20/20 Plumbing & Heating, Inc. would like to congratulate you on your new home. We will provide to our homeowners a customer service department based on prompt, courteous service and quality workmanship. Our service and dedication is what you will come to know and expect. If we can be of service to you in your new home, please do not hesitate to give us a call at **(844) 676-2020**.

The following information will explain the HVAC system and maintenance schedule.

Our Service Department

When requesting service, please give your name, street address and phone number. Our service department hours are 8:00 a.m. to 5:00 p.m. If you need emergency service after hours or on weekends, please call the number above to be referred to an emergency number. Only true emergencies will be repaired after normal hours. (We cannot accept collect calls.)

Non-Warranty Customer Service

We will continue to service your home after the one-year-warranty period for a nominal hourly fee. Our HVAC technicians do not work on commission so you will not get any over-sell or scare tactics. We know the products used in your home and are most qualified to perform their maintenance.

Keep in mind that every product with moving parts requires occasional maintenance.

Warranty Coverage

20/20 Plumbing & Heating, Inc. warrants to the original purchaser of this home that all of the HVAC fixtures are to be free of defect for **ONE YEAR** from your **Close of Escrow** date. Damaged or normal homeowner maintenance items are excluded from this warranty.

All equipment in question are subject to inspection by a manufacturer's representative. After that period, damaged items will be available for replacement through 20/20 Plumbing & Heating, Inc. at a reasonable charge for material and labor.

The warranty will not apply under the following conditions:

1. When the HVAC equipment or any part thereof has been subjected to accident, alteration, abuse, misuse or tampering.
2. Any thermostat installed by others, including the homeowner.
3. Any alteration to the ducting after the initial installation.
4. Any alteration or movement of the condenser after installation.
5. Any service work completed by another company.

System

The type, size, thermostat and features were carefully researched by the builder and precisely specified to us by contract for our installation. Based on the specifications we have received from your builder, 20/20 Plumbing & Heating, Inc. has installed only new and first quality products.

Condensate Drains from Air Conditioners

20/20 Plumbing & Heating will connect the condensate drains that go from your forced air unit to the condensate drain lines provided by the plumbing contractor. If this is in an attic area, there will be two 3/4" drains. The attic units have one drain to a plumbing fixture and the other will come out over a door or a window. The drain over a door or window is an overflow drain. If you notice water coming from this drain, it means the primary drain is clogged and service is required. Do not ever cover a condensate drain as it may cause an overflow within the attic.

Service Response Time

One of our customer service representatives will contact you and schedule an appointment with you for non-emergency calls within 48 hours after receiving your service call. For service, please contact our office at (844) 676-2020. Emergency calls will be given top priority by our service department and will be taken care of in a timely manner. Emergency service is available 24 hours a day, 7 days a week. After hour emergency calls should be made to (844) 676-2020 and/or 951-396-2020. **ONLY THE FOLLOWING CONDITIONS SHALL CONSTITUTE AN EMERGENCY:**

1. Complete system failure where no Heating or AC is working.

All service that is requested and is not covered under this warranty must be paid for at the time service is rendered.

Other Things You Should Know:

1. Some homes are designed with two systems. Even though one of your systems may not be working during a brief time, it is not considered an emergency if you have use of the other system in your home.
2. Any tampering with or changes to the HVAC system, whether done by the homeowner or another HVAC contractor **will void this warranty.**

If you have any questions, please contact:

20/20 Plumbing & Heating, Inc.

7343 Oranewood Dr, Suite B

Riverside, CA 92504

Toll Free Ph (844) 676-2020

Fax (951) 396-2021

Maintenance Schedule

The following is a list of homeowner maintenance that must be performed;

- Filters need to be changed roughly every 90 days, however, conditions may require this to be done more frequently. Please inspect monthly as this may have a direct impact on air flow.
- Once a year, it is recommended that you hose off your outside condenser. Dust and other particles can build up around the coil.
- Reprogram the thermostat.
- Replace the batteries if applicable.
- Adjust the damper in the registers/vents to accommodate cooling/heating season for personal preferences.
- Remove obstructions to airflow around condensers.