



1910 130<sup>th</sup> St NW  
Aberdeen, SD 57401  
605-225-9822 – info@climatecontrolprofessionals.com



Climate Control is dedicated to upholding the highest level of service and installation in the heating and air conditioning industry. Our Satisfaction Guarantees are extended to you as a demonstration of our commitment to 100% customer satisfaction.

Here is what our 100% Satisfaction Guarantee means for you.

## **New System Installations – Specifics**

### **1. One-Year 100% Money Back Satisfaction Guarantee on Coleman Systems**

We agree to accept both personal and company responsibility for your 100% complete satisfaction with the operation of the equipment provided by us and paid for by you. During the first year from date of installation, if you are dissatisfied with the operation of the equipment we have installed, we will promptly correct the problem. After we have corrected the problem, if the equipment is still not operating properly according to the manufacturers standards, and the manufacturer's representative has verified its failure and no other alternative is available, upon your written request we will remove the system and refund 100% of the money paid for the system. The guarantee only applies to complete systems (such as a furnace, evaporator coil, and condenser) installed on the same date, along with any recommended duct system upgrades, and does not apply to any partial system installation. Must have a current (No lapse in service) Service and Maintenance agreement and all check-ups must have been completed. (See complete details on Coleman 100% Satisfaction Money Back Guarantee)

### **2. Lifetime Craftsmanship/Leak Guarantee**

Climate Control will honor a lifetime guarantee for any leaks that may occur in your duct system that we have installed. We are so confident in making this guarantee to you because of the quality of not only the products, but also the quality of the installation professionals that we employ. (This Guarantee applies to complete "accessible" Duct System our company has installed in your home with the same completion date at no cost to the original purchaser, providing you still reside in that home.. This does not cover damage by rodents or carelessness of others... i.e.: cable guys, pest control guys, sound guys etc...)

### **3. Two-Year Labor Warranty**

Two-year labor warranty on all new Coleman equipment installed by a Climate Control Technician.

### **4. 10-Year System Coverage**

- 10-Year Factory Parts on all new Coleman system installation, pricing includes our 10-Year factory-backed parts warranty. The warranty only applies to complete systems (such as a furnace, evaporator coil, and condenser) installed on the same date, along with any recommended duct system upgrades, and does not apply to any partial system installation. Must have a current (No lapse in service) Service and Maintenance agreement and all check-ups must have been completed.
- 10-Year Lightning & Flood Damage Coverage If your system is struck by lightning or damaged due to flooding within ten years of installation date, Climate Control will give you a credit for up to \$300 to cover the deductible

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amount of your homeowner's insurance on any needed repair or replacement performed by Climate Control.

- 10-Year Rust-Through Coverage if any cabinet piece (top cover, base pan, side/end panel) rusts completely through on your system, Climate Control will replace it at no charge.

## Repairs & Maintenance – Specifics

### 1. One-Year 100% Money Back Satisfaction Guarantee on All Repairs

If you are not totally satisfied for the first year after date of work, with the service or repair performed, Climate Control will promptly address and repair the problem to your complete satisfaction those issues regarding material and workmanship at no charge or remove the installed components and refund the service price except when specifically indicated otherwise.

### To Guarantee Your Satisfaction

Proper operation and regular maintenance are required for coverage to remain effective. Just ask Climate Control to provide you with guidelines and maintenance instructions for your specific system.

This guarantee shall apply so long as:

- A. The entire furnace and condensing unit is professionally tuned-up annually by a Climate Control service technician;
- B. All repairs recommended by Climate Control are performed on the unit; by Climate Control
- C. The system has been used solely for the purpose and under the conditions for which it was designed and has not been subjected to misuse, alteration, accident or abuse.

### “No Lemon” Guarantee

We recognize that not every manufactured piece of heating and cooling equipment is 100% perfect 100% of the time. Since our customers should expect to receive 100% of the heating and cooling value they've invested in, we offer a “No Lemon” guarantee on our complete systems (such as a furnace, evaporator coil, and condenser) installed on the same date, along with any recommended duct system upgrades, and does not apply to any partial system installation. Simply stated, as long as you invest in, and keep your Service and Maintenance Agreement continuous, if the compressor in your air conditioner fails twice in the first five years, we will install a complete and new outside unit. If the heat exchanger in your furnace fails in the first ten years, we will install a new furnace. If you have ever bought a “lemon” before, you'll truly appreciate our commitment to your long-term satisfaction.

### Count on Top-Notch Technicians

Climate Control is fully licensed and insured for your protection.

Our technicians are required to meet strict training and customer service standards. That includes NATE certification (North American Technician Excellence) – the leading

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industry certification program for heating and air conditioning technicians.

### **Cleanliness Guarantee**

One of homeowner's greatest fears is that a contractor who works in their home will make a mess or destroy it. We, at Climate Control, want to ease your fears by providing the highest quality in service and installation. From wearing booties, to using floor protection, to cleaning up after ourselves, we'll protect your home and leave it exactly as we entered it...just more comfortable. (If you are dissatisfied with the way we left your home, we ask that you notify our office the same day that the installation or repair was completed in your home.)

### **Workmanship Guarantee**

Feel free to watch, question and comment our sales staff and technicians, who will always explain the work and available options to you as clearly as possible. Our installation technicians are the best in skill, attitude, and workmanship. They'll care for your home and complete the job with speed and precision. They wear booties (floor savers), clean up when they are finished, and take personal responsibility for your complete satisfaction. They will not smoke or swear in your home or anywhere on your property. They are polite and courteous. If when they have finished in your home, they have not performed in accordance with these high standards, we'll extend your current Service and Maintenance Agreement to include an additional visit at no charge. (All we ask is that you notify our office of your dissatisfaction the same day that the installation was completed.)

### **Service Guarantee**

We, at Climate Control are available to service your air conditioner and furnace 365 days a year, day and night. We don't take a vacation. Since we are a service company, we have a staff of highly trained service professionals on call 24- hours a day. What that means to you is that we will come to your home and make any necessary repairs 24- hours a day. Even if it's Christmas, "we are there for you". (Additional charges apply for after hour and holiday calls.)

### **Priority Service Guarantee**

We are a service company, not a sales company. We prioritize our service; we provide service to our Service and Maintenance Agreement customers first. "Yes!" you heard that correctly. Our Service and Maintenance Agreement customers always get "front of the line" privileges. It means that when you need us, you've got us. As a Service and Maintenance Agreement customer, we feel that you deserve to have us come to your home and make any repairs necessary before we do any other work. You mean that much to us.

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