

Comfort24-7.com

100% Comfort Guarantee Certificate of Coverage

The Comfort24-7 "Comfort Promise"

100% Money-Back Satisfaction Guarantee

Two-year, warranty on new installations. One year on repair or maintenance services. We guarantee that you'll be comfortable every step of the way, or we'll refund your money.

Top-Notch Technicians

Our experienced network of Comfort24-7 Providers are Factory Authorized by Carrier or Bryant to meet strict training and customer service standards. That includes NATE certification (North American Technician Excellence) – the leading industry certification program for heating and air conditioning technicians.

Your Safety is our Top Priority

All Comfort24-7 Providers are fully licensed and insured for your protection. Plus all in-home sales and technical professionals are drug-screened and background checked and present identification at the door.

We Respect the Environment

We safely reclaim and recycle all evacuated refrigerant and old equipment. Plus, every new Carrier and Bryant air conditioning system uses environmentally safe Puron® Refrigerant (Unless customer specifically requests R-22/Freon®-based system).

We Take Your Time Seriously

We do our best to estimate arrival times however service schedules can fluctuate based how long each service call takes. Nevertheless, you'll never have to wait at home for a technician or sales person to arrive. Simply provide the best phone number and we'll call or text with updates on our arrival time.

We Respect Your Home

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.

You Will Always be "In The Know"

Feel free to watch, question and comment to our sales staff and technicians, who will always explain the work and available options to you as clearly as possible and no work will be completed without your authorization.

To Guarantee Your Satisfaction We Just Need Your Help in Two Simple Areas:

- 1) Proper operation and regular maintenance are required for coverage to remain effective. Just ask your Comfort24-7 Provider to provide you with guidelines and maintenance instructions for your specific system.
- 2) You must register any new system within 90 days of installation to activate your factory-backed 10-Year Parts Warranty & Protection Plan, if applicable.

Service & Maintenance Guarantee

One-Year 100% Money-Back Satisfaction Guarantee

If you are not satisfied with the service performed, your Comfort24-7 Provider will repair the problem at no charge or remove the installed components and refund the service price as defined in the "Service & Maintenance Coverage" section on reverse.

Two-Year 100% Money-Back Guarantee on Factory Authorized Parts

If your Comfort24-7 Provider installs Carrier or Bryant Factory Authorized Parts that fail within two years from the installation date, the faulty part will be replaced at no charge.

New System Installations Guarantee

Two-Year 100% Money Back Satisfaction Guarantee

If you are not satisfied with your new system within two years of the original installation date, your Comfort24-7 Provider will repair the problem at no charge or remove the installed components and refund the installation price.

Lifetime Craftsmanship Guarantee

All ductwork connections, transitions, flue piping, and gas and electrical connections will be repaired at any time following a new system installation at no cost to the original purchaser, providing you still reside in that home.

Extended System Coverage

Any system covered by a Comfort24-7 Total Protection Plan which includes full parts & labor coverage will also receive the following supplemental protection for the life of the protection plan:

Lightning & Flood Damage Coverage

If your system is struck by lightning or damaged due to flooding within the term of the protection plan from date of installation, your Comfort24-7 Provider will give you a credit for up to \$300 to cover the deductible amount of your homeowner's insurance on any needed repair or replacement.

Rust-Through Coverage:

If any cabinet piece (top cover, base pan, side/end panel) rusts completely through during the term of the protection plan, your Comfort24-7 Provider will replace it at no charge.

25% Guaranteed First-Year Savings

We guarantee 25% savings on new systems that meet eligible efficiency levels, or we will reimburse you for the difference between the calculated 25% savings and your actual savings. In other words, if the cost of energy (gas and electric) associated with operating your new heating and cooling equipment in the first 12 months after installation is not reduced by at least 25% compared to the 12 months prior, we'll pay the difference. Details on eligible systems and energy cost calculations are detailed on the 100% Comfort Guarantee Registration form. System must receive annual maintenance performed by the C247 Provider.

25% Guaranteed First-Year Savings Provisions Include:

- a) The old system must be 10.0 SEER and 80% AFUE or less and fully operational. The new System must include new outdoor air conditioning or Heat Pump unit and new variable speed gas furnace. The new system efficiency must be at least a 15.0 SEER and 95% AFUE AHRI matched system.
- b) Savings calculations will be adjusted based on changes in utility rates, changes in square footage of heated or cooled areas, extraordinary energy usage changes, and average cooling degree days and average heating degree days as published by the U.S. Department of Commerce for the nearest major metropolitan area, over the relevant 12 month periods.
- c) Savings calculations will be based on an assumption that heating and cooling costs account for 46% of a consumer's total utility bill, with a net total electricity bill reduction of 11.5% expected as a result of a 25% reduction in heating and cooling costs. The 46% factor is subject to adjustment where the any of the following conditions exist:
 - I. Heated or cooled garages or out building
 - II. Heated Swimming pools
 - III. The customer engages in a home occupation
 - IV. The energy source for the heating component of the new System differs from the energy source used by the old system
 - V. Other extraordinary energy usage
- d) The home must be occupied by the same person(s) for the 12 months prior to installation and 12 months post installation of the new system
- e) Your installing Comfort24-7 Provider reserves the right to meter the new system to validate customer usage
- f) The customer must file a claim for reimbursement within 15 months of the original installation date. Contact Comfort24-7 Provider for completion of claim form and instructions on filing a claim.

**100% COMFORT
GUARANTEED**