

HIGHTOWER SERVICE, INC. EQUIPMENT WARRANTY

Please retain this document for your records.

STANDARD AND EXTENDED WARRANTY CONDITIONS ARE AS FOLLOWS:

1. Warranties only apply to products in their original installation location.
2. Equipment operation (usage) and maintenance must be in accordance with the Owner's Manual provided by the equipment manufacturer.
3. Routine maintenance must be performed according to manufacturer's specifications. Maintenance must have been performed by *HSI* or another licensed HVAC contractor. If performed by another licensed HVAC contractor written documentation of the maintenance performed on the equipment must be provided.
4. All warranty service calls *within* 1 year (12 months) of the installation, *HSI* completed, will be performed at "No Charge" to the customer. This includes all calls placed during:
Regular Business Hours: Monday thru Friday from 8:00 AM to 5:00 PM
Emergency Hours: Monday-Friday from 5:00 PM-9:00 PM & Saturday-Sunday from 8:00 AM-9:00 PM
Holiday Hours: Any holiday that may fall on a business day or weekend when the office is closed
5. All "**Extended Warranty**"* and "**Standard Parts Warranty**" service calls *after* the 1st year of the installation are subject to an "Trip Fee" of **\$60.00** during Regular Business Hours (Monday thru Friday from 8:00 AM to 5:00 PM). All "**Extended Warranty**"* and "**Standard Parts Warranty**" service calls after the 1st year of the installation placed during Emergency Hours: (Monday-Friday from 5:00 PM-9:00 PM & Saturday-Sunday from 8:00 AM-9:00 PM) or Holiday Hours: (Any holiday that may fall on a business day or weekend when the office is closed) are subject to an "Emergency Trip Fee" of **\$80.00**
**Please Note: The actual "Extended Warranty" is a product provided by the equipment manufacturer not by Hightower Service, Inc. The manufacturer does not cover the following fees: trip, parts procurement, processing, disposal, shipping and/or overtime rates. When fees apply that are not covered by the manufacturer the customer will be responsible for the balance. Call (817) 274-1845 with any questions about warranty coverage and fees that may apply.*
6. All warranty service calls that are determined, by the service technician and/or service manager, **NOT** to be related to the installation will **NOT** be warranty. These calls will be charged accordingly.

HIGHTOWER SERVICE, INC. WILL NOT BE RESPONSIBLE FOR:

1. Any failures and/or damages due to:
 - a. Lack of routine maintenance
 - b. Improper use by homeowner/operator
 - c. Improper workmanship other than **HSI**
 - d. Any unauthorized alterations
 - e. Accidents not caused by **HSI**
 - f. Any type of abuse
 - g. Any type of vandalism
 - h. Voltage conditions
 - i. Blown fuses
 - j. Open circuit breakers
 - k. Inadequate electrical service
 - l. Acts of nature: flood, wind, fire, lightning
 - m. Corrosive environments
 - n. Conditions beyond the control of **HSI**
2. Any increase in energy consumption (electricity and gas) and/or the fuel costs resulting thereof. This includes the additional and/or unusual use of supplemental electric heat.
3. Any plumbing damages caused by drain stoppages. Stoppages can occur at any time and are environmental conditions beyond the control of **HSI**.

Customer Signature: _____ Date: _____