

# YOUR PEACE OF MIND GUARANTEES

## **Total Comfort Guarantee**

We want you to be comfortable, so that's why we guarantee that the system(s) we have installed in your home will heat or cool your home to a custom design specification for a full five (5) years. We guarantee a temperature variance of no more than plus or minus two (2) degrees Celsius of the design specifications at your thermostat whether heating or cooling your home. If the desired temperature selection is not achieved, we will make any modifications, repairs, and if necessary, replace the system at no additional charge to you.

## **Total Replacement "No Lemon" Guarantee**

If the compressor in your air conditioner fails in the first five (5) years of installation, we don't just replace the compressor, we install a completely new air conditioner and give you a brand new five (5) year "No Lemon" Guarantee. If the heat exchanger in your furnace fails in the first ten (10) years after installation, we don't just replace the defective heat exchanger, we install a completely new furnace and give you a brand new ten (10) year "No Lemon" Guarantee.

## **Property Protection & Client Respect Guarantee**

Our installation technicians are the best in skill, attitude and workmanship and while they are in your home, your property will be protected from any possible damage. Our technicians will not swear or use tobacco products while on your property. They will courteously answer any questions or concerns and leave your home as neat as they found it. They will wear protective shoe covers and place floor protection on all work and traffic areas. If they fail to do any of the above, we will give you a five (5) year Planned Service at no charge to you.

## **Exclusive Two-Year Satisfaction Guarantee**

Your complete satisfaction with your investment in your comfort system (or component). You must be satisfied with the craftsmanship and materials provided. If on the date of your agreement, you are dissatisfied with the performance of your comfort system (or component) we will make any and all modifications (including replacement of the system or component, if necessary) to meet your satisfaction.

## **\$500 No Frustration Guarantee**

If your system breaks down in the first two (2) years and leaves you without heating or cooling, we guarantee to repair your system within 24 hours of the time you call us or we will give you \$500 for your inconvenience.

## **Peace of Mind Total Service Guarantee**

Compare our Total Comfort Guarantee with any other and you'll find a major difference with our generous warranty coverage. For ten (10) full years after the installation of your Optimum system or five (5) full years on your Premium system you will not pay for any equipment failure related service calls (as long as you maintain your system annually in accordance with Mulder Heating's recommendations). That's total worry-free system performance for the next ten (10) years on an Optimum and five (5) years on a Premium system.



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