



## IMPORTANT INFORMATION ABOUT YOUR HVAC WARRANTY

### **Congratulations on the purchase of your new home and welcome to Sensigreen!**

**Stone Martin Builders** has chosen **Sensigreen** to provide protection for your HVAC unit and yearly maintenance. Simply by purchasing your home, a one-year maintenance plan has been issued in your name.

### **What does this mean for you?**

- Extended Parts Warranty from five to ten years
- One-year free Comfort Care maintenance plan (Best Plan)
- 100% customer satisfaction guarantee

### **What steps do I need to take NOW?**

- Verify your personal information is correct
- Verify your method of contact

### **What can you expect from us?**

Upon receipt of your information from the closing attorney, a Sensigreen Comfort Care specialist will contact you to review your warranty information. This will complete your portion of the registration. If you have immediate questions or are interested in HVAC accessories, please contact us at (334) 704-3274 or visit us on the web at [sensigreen.com](http://sensigreen.com).

We appreciate the opportunity to earn your business and provide you with a Comfort Care experience.

Thank you,  
Justin Quinn  
CEO  
[www.sensigreen.com](http://www.sensigreen.com)





Turn to the experts

**WARRANTY CONDITIONS:**

1. To obtain the longer warranty period as shown in the table under original owner, the product must be properly registered at [www.carrier.com](http://www.carrier.com) within ninety (90) days of original installation. In jurisdictions where warranty benefits conditioned on registration are prohibited by law, registration is not required and the longer warranty period shown will apply.
2. Where a product is installed in a newly constructed home, the date of installation is the date the homeowner purchased the home from the builder.
3. If the date of original installation cannot be verified, then the warranty period begins ninety (90) days from the date of product manufacture (as indicated by the model and serial number). Proof of purchase may be required at time of service.
4. The limited parts warranty periods as shown in the table under subsequent owners do not require registration.
5. Product must be installed properly and by a licensed HVAC technician.
6. The warranty applies only to products remaining in their original installation location.
7. Installation, use, care, and maintenance must be normal and in accordance with instructions contained in the Installation Instructions, Owner's Manual and Company's service information.
8. Defective parts must be returned to the distributor through a registered servicing dealer for credit.

**LIMITATIONS OF WARRANTIES: ALL IMPLIED WARRANTIES AND/OR CONDITIONS (INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE) ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES OR PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THE ABOVE MAY NOT APPLY TO YOU. THE EXPRESS WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHATSOEVER.**

**THIS WARRANTY DOES NOT COVER:**

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.
2. Any product not installed pursuant to applicable regional efficiency standards issued by the Department of Energy.
3. Any product purchased over the Internet.
4. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual, including filter cleaning and/or replacement and lubrication.
5. Failure, damage or repairs due to faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
6. Failure to start or damages due to voltage conditions, blown fuses, open circuit breakers, or the inadequacy, unavailability, or interruption of electrical, Internet service provider, or mobile device carrier service or your home network.
7. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust, etc) or other conditions beyond the control of Company.
8. Parts not supplied or designated by Company, or damages resulting from their use.
9. Products installed outside the U.S.A. or Canada.
10. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
11. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
12. **ANY SPECIAL, INDIRECT OR CONSEQUENTIAL PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER.** Some states or provinces do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.





(334) 704-3274  
 www.sensigreen.com  
 400 Clanton St. Opelika, AL 36801



### Comfort Care Club HVAC Maintenance

STARTING AT \$180

We provide the customer with a complete preventative maintenance and professional cleaning semi-annually. We also provide emergency service and our **FANTASTIC PLAN** customers pay no diagnosis fees **EVER**. Here are just a few of the services we provide:

- Inspect Gas Burner Accessory
- Inspect Heat Exchanger
- Inspect Gas Ignition Assembly
- Clean Condensate Drain and Pan
- Check Thermostat Operation
- Clean Condenser Coil
- Measure amps/volts on Motors
- Test Safety Controls
- Tighten Electrical Connections
- Measure Temperature
- Replace or Clean Filters
- Specialized Equipment Maintenance

COMFORT CARE PLAN BENEFITS	GOOD	BETTER	BEST (most popular)	FANTASTIC
SYSTEM INSPECTION (2 VISITS PER YEAR)	42 point	45 point	58 point	58 point
REMINDER SERVICE	✓	✓	✓	✓
PRIORITY STATUS	-	-	✓	✓
PRE-SEASON SCHEDULING	-	✓	✓	✓
REPLACE AIR FILTER	-	✓	✓	✓
REPLACE DEHU FILTER IF APPLICABLE	-	-	✓	✓
MEETS ENERGY STAR RECOMMENDATION	-	✓	✓	✓
ACCA NATIONAL STANDARD	-	-	✓	✓
*CHEMICALLY CLEAN COILS (\$195)	-	-	✓	✓
*CHECK AND CLEAN DRAIN LINES (\$60 - \$180)	-	-	✓	✓
*CONDENSATE TREATMENT (\$20)	-	-	✓	✓
NO DIAGNOSIS FEES	-	-	-	✓
NO OVERTIME CHARGES	-	-	-	✓
10% OFF ALL PARTS AND LABOR*	-	-	-	✓
MONTHLY PYMT OPTION	-	\$20	\$30	\$35
ANNUAL 1 UNIT SYSTEM	\$180	\$240	\$360	\$420

*\*10% discount does not apply to equipment (i.e. accessories, heat exchangers, compressors, etc.)*

**ALL REPAIRS HAVE A 1 YEAR PARTS AND LABOR WARRANTY**

**Our mission** is to provide exceptional service, installation and repair for all your home comfort needs. Combined with our Green Air Initiative, we strive to provide the highest quality of air in your home or business. "Because of the air they breathe" is more than a slogan, it is a culture our company is built on.

