

How To Get Your Home Ready For Your Installation

Congratulations and Thank You for choosing Trust 1 Services for your heating and cooling needs. Please take a moment to go over the information below to help make sure your installation goes smoothly. At Trust 1 Services, we place such a high value on protecting your home that we offer the “We Value Your Home Guarantee.”

We have created this easy to follow form to assist in aligning with our Guarantee and with our Core Values, the first of which is Safety First. We hope that by going over this information before your installation we may answer some of the questions that you may have.

After trusting us with your project....

- Your equipment/ permits are ordered and once ready, we will contact you to arrange the best date for installation, unless this is arranged in advance. There is no need to contact us to arrange an installation date. You will be called before the promised date on your contract.

Preparing your home....

- Please have vehicles and other obstructions removed from the driveway. In the case of inclement weather, please be sure to have all walkway areas cleared of snow and ice.
- Please have all doorways that we will need to access cleared of any obstructions.
- We will typically need access to the area where the equipment will be located, a path to and from the desired entrance to be used, to and from the electrical panel and lastly, any ancillary areas (e.g. thermostat, plumbing fixtures, valves, vents etc.) that you believe our Service Experts may need to access to do the best job possible for you. So, please make sure all paths our Service Experts may use for accessing the project areas are clear of any breakable or valuable items. In addition, we will use floor protecting shoe covers and drop cloths to protect your home.
- As an additional safeguard, please relocate any delicate, valuable or breakable items that may be in the areas that we will be working in or traveling through so as to minimize any concerns or damage.



Day of your Installation....

- When scheduling your installation date, we will provide you with a window of time (usually between 8 and 9 a.m.) for our expected time of arrival. We'll always do our best to show up within the stated arrival window, but there may be times when logistical issues prevent us from doing so. In such cases, we will communicate accordingly in order to keep you informed and

minimize any inconvenience. We will also call the evening before the scheduled project to confirm the time and date.

- We will provide you with a reasonable estimate of the time it is expected to take for completion of your project, however, it is impractical and irresponsible for us to commit to a length of time that an installation will take to be completed as every project is unique and we will take as long as is needed to complete your project to our high standards of quality as evidenced by our “We Value Your Satisfaction Guarantee” and our “Workmanship Guarantee.” On occasion, an additional day or day(s) may be needed to complete your project properly.
- On rare occasions, additional access openings may be needed for a project. Should we experience this challenge with your project, we will communicate such need with you in advance of creating such access. While we will make as minimal an opening as reasonably possible, the responsibility for closing off or putting a finished appearance to the new access opening, will belong to you as the homeowner once project is completed. We only perform the rough opening work necessary to perform the installation project.
- Final payment must be made upon completion of the project in the form of approved financing, credit card, check or cash.

Pet Friendly Policy....

- We LOVE our clients' furry family members too! That's why at Trust 1 Services we have implemented our pet friendly policy. What this policy asks is that for the safety of your pet, that they please be confined to an area that we will not need to access while we are working. With all the hazards of electricity, sharp items, tools etc. that we use, we would never want there to be a chance that harm could be done to your furry friends. Additionally, having “strangers” in the home can be very stressful for pets. We will cease all work if pets are not in a safe location until they again are placed in such a place. We thank you in advance for allowing us to keep them safe too!



Warranties....

- All warranties should be spelled out in writing at the time a work order is completed. At Trust 1 Services we believe in complete transparency as a company so we put all of our guarantees in writing BEFORE you agree to trust us with your project, so you can feel safe, and have peace of mind with your decision. No employee can change or alter any of these written guarantees.



Thank you for your cooperation and we trust that you will enjoy your new system. We look forward to exceeding your expectations for many years to come.

Trust 1 Services Representative: _____ Date: _____
Customer Signature: _____ Date: _____