

# LIFETIME REPAIR GUARANTEE

Consider the Lifetime Repair Guarantee valid assuming all terms and conditions are met as described below.

## **What's Covered:**

Repairs made to a failed component while the customer is an active Advantage Life member. Vital Heating & Air will guarantee the repairs of the component and solely that component for life or lapse in Advantage Life enrollment. Unenrolled customers may opt to enroll in the Advantage Life membership at the time of repairs and still maintain the lifetime guarantee, however any enrollment in Advantage Life after repairs have been completed will not carry lifetime coverage on that repair. Customer must maintain an active enrollment in the Advantage Life membership without lapse to receive coverage under this warranty.

## **What's Not Covered:**

Due to considerable factors, Vital Heating & Air will not guarantee drain lines, water lines, refrigerant lines, ductwork, air filters, condensate pumps, UV bulbs, or electrical circuits outside of equipment. Vital Heating & Air does not warranty refrigerant balancing when no component is replaced. Also not covered are failures caused by flood, fire, weather, earthquakes, theft, abuse, misuse, power surges, brownouts or other acts of god. Modifications needed to meet local, state or federal codes or regulations are not covered. Any equipment in chemically harsh environments will not be covered. Freight and shipping are not covered. Any service not performed by Vital Heating & Air will not be covered. Items that fail as a result of customer denying proper service being performed are not covered.

## **Other Terms and Conditions:**

This repair guarantee is binding and cannot be changed without written approval from Vital Heating & Air. Any representations made verbally or otherwise outside of this agreement that are different from this agreement are not valid. If the

equipment is removed from its original registered location, the warranty is no longer valid. If the customer fails to maintain an Advantage Life membership the warranty will be void. Vital Heating & Air will not be responsible for any loss, damage or injury, resulting in delay to repair a heating and cooling system. Vital Heating & Air is not liable for incidental or consequential damages.

## **Equipment Owners Responsibilities:**

At the time of this agreement the heating or cooling system must be in proper working conditions and any other items deemed necessary by Vital Heating & Air to get your system to warrantable status are solely your responsibility. Equipment owner must be enrolled in the Advantage Life membership and allow Vital Heating & Air to perform two maintenance visits per year. Equipment owner must use Vital Heating & Air solely for maintenance and repairs. Vital Heating & Air is the only provider allowed to maintain and repair the system while under warranty.

## **Transferability:**

In the event you sell your property, this warranty is transferable to a new owner assuming a transfer request is performed 30 days prior to the term of your Advantage Life membership. To transfer warranty, mail a written request to transfer the warranty and a transfer fee payment of \$25 to the address listed below. Within the letter please include your name, address and phone number as well as the new owners name and phone number.

Vital Heating & Air LLC  
8913 Southeastern Ave  
Indianapolis, IN 46239  
Attn: Warranty