

HVAC GUARANTEES & COMMITMENTS

PEACE OF MIND GUARANTEE: Part of Our “Service Champions” Program

We guarantee that our technicians will not use tobacco or swear in your home, are drug free, background checked, will wear shoe covers and will not leave your home without cleaning up any mess caused by the work we completed.

PARTS & LABOR WARRANTY: One of the Best in the Industry

We carefully select only the best parts, equipment and fixtures to stock on our trucks for use in your home. You can be sure that you are getting the best in products and service. We simply don't stock cheap parts. If we do have to locate a part, we will never charge you to leave the job to chase after a part that we don't have on our trucks. Finally, we warranty most repairs for two years and new installations for ten years.

100% SATISFACTION GUARANTEE

We agree to accept both personal and company responsibility of your 100% complete satisfaction with the operation of the equipment. During the first two years, if you are dissatisfied with the operation of the equipment we have installed, we will promptly correct the problem. If our initial attempt to correct the problem is unsuccessful and the equipment is still not operating properly to the manufacturer's standards, and the manufacturer representative has verified its failure and no other alternative is available, we will replace it at no additional charge. This guarantee applies to only complete Whipple Designed Systems installed on the same date and does not apply to any partial system installations.

INSTALLATION WORKMANSHIP GUARANTEE

Our installation technicians are the best in skill, attitude, and workmanship and have been regularly drug tested and background checked. They'll care for your home and complete the job with speed and precision. If when they have finished in your home, they have not performed in accordance with these high standards, we ask that you let us know as soon as possible so we can make all necessary corrections.

FRONT-OF-THE-LINE WARRANTY SERVICE – Equipment Installation

We are your service providers, not just your installation company. Your warranty is with us so you'll never have to wait for the manufacturer, or for repairs to be done like many offer, “only during regular business hours.” In addition, as an installation client you get FRONT OF THE LINE WARRANTY SERVICE. We feel that since you have paid for your system, you deserve to have us come to your home and make any repairs necessary before we do any other repairs for new clients. Since you have already paid, you go right to the front of the line! You mean that much to us.

LOWEST PRICE GUARANTEE

Anyone can make something cheaper by cutting corners and pricing it for less. So, it's important what is and is not included in any heating and cooling system you choose for your home. Whipple Service Champions promises you that you cannot find a licensed contractor with clean cut, drug free, background checked employees to provide you a comparable installation, done to code, with all written company guarantees for less... or we'll refund you the difference plus \$50.00. All we ask is that the comparison is a published “apples to apples” comparison listing all company warranties and indicating that they are a drug free, background checked company. Your request must be in writing within 14 days of the agreement or installation date, whichever is earliest. With your request, you must include the original published comparison of the competitor showing the “apples to apples” comparison.

TEMPERATURE SELECTION GUARANTEE: Complete A/C and heat systems only – No partial systems

We guarantee that when the equipment we installed is maintained and operated in accordance with the manufacturer's operating and maintenance manuals, the system will perform as we have stated and agreed upon. We have promised a temperature variance of no more than plus or minus two degrees from the design temperature at your electronic digital thermostat whether heating or cooling your home. If the designed temperature selection is not achieved, we will make upgrades, modifications, or repairs necessary to reach the desired temperature at no charge to you for a period of five years as long as your equipment is professionally maintained annually.

EXCLUSIVE “NO LEMONS” GUARANTEE: Excludes basic and applies to most complete systems only

We recognize that not every manufactured piece of heating and cooling equipment is 100% perfect, 100% of the time. Since our customers should expect to receive 100% of the heating and cooling value they've invested in, we offer a “No Lemons” guarantee on our Premium and Supreme systems. Simply stated, as long as you invest in and keep your system professionally maintained annually, if your compressor in your air conditioner fails twice in the first five years, we will install a complete and new outside unit. If the heat exchanger in your furnace fails in the first ten years, we will install a new furnace. If you've ever bought a “lemon” before, you'll truly appreciate our commitment to your long-term satisfaction.

NO OVERTIME FOR LIFE GUANTEE: Excludes basic and applies to complete systems only

Since you have invested in one of the state of the art systems with Whipple Service Champions, we guarantee for as long as you own the system, there will be no overtime charges EVER for any repairs made to your system, for life.



SERVICE CHAMPIONS™
WHIPPLE
PLUMBING, HEATING, AIR CONDITIONING,
ELECTRICAL & DRAIN CLEANING

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