



**Taking Comfort to a Higher Level.**

## **THE MOUNTAIN AIR PROMISE**

- 1. We will tell you in writing exactly what we will do.** There will be no question about what is included and what is not. We will tell you before we start.
- 2. We will be there when we say we will be there.** We know how busy you are. We will schedule your installation at your convenience and we will keep the appointment. If either of us needs to reschedule, we will do so in advance and reschedule at your convenience.
- 3. We will treat you and your home the way we would want to be treated in our home.** Our technicians are trained to be the most professional you have ever had in your home. They will wear floor savers, put down floor covers where needed, clean up after they finish, and take personal responsibility for your satisfaction. They will not smoke or swear or behave inappropriately in any way while we are guest in your home. If, when we are finished, you believe they have not performed to these high standards, we will refund whatever amount of the purchase price you believe to be fair.
- 4. Your new system will operate at peak efficiency.** Studies show that 90% of all heating and cooling systems tested have some sort of energy-wasting comfort-robbing problem. With our Quality Assurance Audit, your system will be in the top 10%. Ask us for details.
- 5. Your new system will keep you comfortable.** Properly sizing your new system is part of our responsibility. We guarantee your system will keep your home at least 75 degrees on a 100-degree day, and 70 degrees on a 5-degree day – unless we custom-design your system to a different standard per your specifications. If the system does not achieve the designed temperature, we will make any upgrades, modifications, or repairs necessary for two years from the date of installation.
- 6. Your new system will be free of defects in materials or workmanship for ten full years.** In addition to the manufacturer's warranty on your equipment, we warranty any problems caused by a defect in the materials (including ductwork) we use in your installation or the workmanship itself for ten years.
- 7. We will tell you in writing before we begin your installation exactly what your total investment will be.** We will not give you an "estimate". The price is guaranteed – we will not charge you a penny more.
- 8. We guarantee you cannot buy the same system for less.** We have gone to a great deal of effort to offer you the best value you can find in a new home comfort system. We guarantee you cannot buy the same system, installed the same way, and backed by the same guarantees. . .
- 9. WE BACK YOUR NEW SYSTEM WITH OUR RISK FREE COMFORT GUARANTEE!** Our Ultimate Promise: Try your new high efficiency **Mountain Air Comfort System\*** in all four seasons (12 months) of Arklahoma weather. If you're not completely satisfied with your new system and the comfort it provides, we will do whatever is necessary to address your concerns or we will buy the system back for the full purchase price of the equipment and it's installation. (\*applies to Trane Xli & XV systems with variable speed)

782-4328

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