



## To Our Valued Customer

**We Charge additional Troubleshooting Fees every 30 minutes, in 30-minute blocks, with a minimum 30-minute charge. This Troubleshooting service is necessary when we must Investigate the reasons for, or cause(s) of, our Diagnostic findings. In most case, we can complete this investigation of our Diagnostic Findings within 30 minutes. This troubleshooting service may include:**

- **Taking unit or system apart.**
- **Running voltage test of certain parts to determine if they are defective.**
- **Taking voltage readings of unit, system, parts, or across wires.**
- **Adding parts, such as a booster, in an attempt to get a compressor to start.**
- **Testing capacitors for proper capacitance.**
- **Removing control boards for closer examination.**
- **Removing wires for testing purposes.**
- **“Jumping” unit controls for testing purposes.**
- **At the completion of this step, our professional technician will make additional recommended repairs, as needed.**
- **Should you purchase all recommended repairs at the jobsite while we are there, the initial service fee of \$29.95 is waived.**
- **Parts, repairs and maintenance are additional costs and will be quoted to you in writing before we do any additional work on your unit.**