



FREE TUNE-UP PROMOTION TERMS & CONDITIONS



Promotion Information

Promotion Details

Promotion Dates

Effective Launch Date - February 4th, 2023

Promotion terms are subject to (1) scheduling availability and (2) change or cancellation without prior notice.

Terms & Definitions

Promotion Name - The promotional campaign's name is "Free Tune-up Promotion" and will be referred to as "the promotion" throughout this document.

Promotion Service - The promotion includes a "tune-up" service on select HVAC equipment for heating & cooling and will be referred to as "the service" throughout this document unless otherwise specified.

Please note: This promotional tune-up service is not the same as our regularly offered "maintenance" services. Please visit our website for additional information on our full maintenance services.

Eligibility & Rules

Ineligible Customers

Maintenance Members - Customers that have and are a part of our "Annual Preventative Maintenance Agreement" are ineligible for this promotion. These customers already receive all the services and benefits from this promotion in their agreement.

Large Commercial Locations - This promotion does not extend to any commercial buildings that have large industrial HVAC equipment. However, smaller commercial locations with domestic HVAC equipment may apply.

Serviceable Equipment

Qualifying Equipment - This promotion only applies to home HVAC systems and equipment for either heating and/or cooling. Please refer to our website on our "Services" tab or click the link below to see the equipment type list for eligible serviceable equipment. Serviceable equipment includes any equipment type under the "Heating Systems" or "Cooling Systems" section on our website. Link: <https://www.yuhanhvac.com/services>

Promotion Guidelines

Included Articles

The Service

Performed Work - The promotion provides free tune-up service on select HVAC equipment. Our technicians will go through a 10-point checklist to ensure that the essential mechanisms are functioning properly.

Repair Estimate - If our technician finds any potential malfunctions and/or a mechanical breakdown, they will provide a description of the problem along with an estimate for the repairs and/or replacement of any necessary parts. This estimate can be signed/accepted by a customer if they wish to receive repair services.

**This promotion does not apply to the repair service. If repairs are necessary, please refer to section "Promotion Procedure" for additional information.*

Payment

Waived Fee - This promotion will waive any charges that are applicable to the service. This will include (1) the trip charge and (2) the labor fees. Any additional services that are not applicable will not be waived.

Promotion Procedure

Step-by-Step Process

1. The customer will call Yuhan Heating & Cooling to inquire about the promotion
2. In addition to answering any questions the customer may have about the promotion, our CSR (customer service representative) will review our technician availability and schedule an appointment
3. On the date of the appointment, our technician will dispatch to the relevant location
4. The technician will perform the work and fill out the 10-point checklist for the equipment
5. Once the service is complete, the technician will send the fill-out checklist to the customer
6. If any mechanical issues are found, the technician will create a repair estimate and send it to the customer after explaining/discussing the issues with them in person
7. The customer will receive an invoice with the relevant fees and charges waived along with a short description of the work performed

Repair Estimate Details

Process - If the customer receives a repair estimate and wishes to receive the repair service, they must first sign & accept the estimate and then the repair work can be scheduled.

Same Day Repair - If the technician is able to perform the repair and has all the necessary parts when the estimate is accept, the repair may be performed on the same day. Otherwise, another appointment will be necessary for the repair work to be performed.

**The same day repair schedule is subject to (1) technician availability and (2) the amount of time necessary to perform the repairs. If another appointment is need, please call the office at (201)-945-9797 to schedule a date.*