



20/20 Plumbing & Heating, Inc. would like to congratulate you on your new home. We will provide our homeowners with a customer service department based on prompt, courteous service, and quality workmanship. Our service and dedication are what you will come to know and expect. If we can be of service to you in your new home, please do not hesitate to give us a call at **(844) 676-2020**.

The following information will explain the HVAC system and maintenance schedule.

### **Our Service Department**

When requesting service, please give your name, street address, phone number and gate code if applicable. Our service department hours are 7:00 a.m. to 4:00 p.m. If you need emergency service after hours or on weekends, please call the number above to be referred to our emergency Response team. Only true emergencies will be addressed after normal hours. (We cannot accept collect calls.)

### **Non-Warranty Customer Service**

We will continue to service your home after the one-year warranty period for a nominal hourly fee. Our HVAC technicians do not work on commission so you will not get any over-sell or scare tactics. We know the products used in your home and are the most qualified to perform their maintenance.

Keep in mind that every product with moving parts requires occasional maintenance.

### **Warranty Coverage**

20/20 Plumbing & Heating, Inc. warrants to the original purchaser of this home that all the HVAC fixtures are to be free of defect for **ONE YEAR** from your **Close of Escrow** date. Damaged or normal homeowner maintenance items are excluded from this warranty.

All equipment in question is subject to inspection by a manufacturer's representative. After that period, damaged items will be available for replacement through 20/20 Plumbing & Heating, Inc. at a reasonable charge for material and labor.

The warranty will not apply under the following conditions:

- When the HVAC equipment or any part thereof has been subjected to accident, alteration, abuse, misuse, or tampering.
- Any thermostat installed by others, including the homeowner.
- Any alteration to the ducting after the initial installation.
- Any alteration or movement of the condenser after installation.
- Any service work completed by another company.

### **System**

The type, size, thermostat, and features were carefully researched by the builder and precisely specified to us by contract for our installation. Based on the specifications we have received from your builder, 20/20 Plumbing & Heating, Inc. has installed only new and first quality products.

### **Condensate Drains from Air Conditioners**

20/20 Plumbing & Heating will connect the condensate drains that go from your forced air unit to the condensate drain lines provided by the plumbing contractor. If this is in an attic area, there will be two ¾” drains. The attic units have one drain to a plumbing fixture and the other will come out over a door or a window. The drain over a door or window is an overflow emergency drain. If you notice water coming from this drain, it means the primary drain is clogged and service is required. Do not ever cover a condensate drain as it may cause an overflow within the attic.

### **Service Response Time**

One of our customer service representatives will contact you and schedule an appointment with you for non-emergency calls within 48 hours after receiving your service call. For service, please contact our office at (844) 676-2020. Emergency calls will be given top priority by our service department and will be taken care of in a timely manner. Emergency service line is available 24 hours a day, 7 days a week. After-hour emergency calls should be made to (844) 676-2020 and/or 951-396-2020.

### **ONLY THE FOLLOWING CONDITIONS SHALL CONSTITUTE AN EMERGENCY:**

1. Complete system failure in extreme weather conditions. Where no Heating or AC is working.
2. Water leaking from the HVAC system.

All service that is requested and is not covered under this warranty must be paid for at the time service is rendered.

## Other Things You Should Know

1. Some homes are designed with **Two Systems or more systems**. Even though one of your systems may not be working for a brief time, it is not considered an emergency if you have use of the other system/s in your home.
2. Any tampering with or changes to the HVAC system, whether done by the homeowner or another HVAC contractor, **will void this warranty**.
3. **A Heat Pump System** works by transferring heat from one location to another. In heating mode, it extracts heat from the outside air, ground, or water and releases it inside the building. In cooling mode, it reverses the process, removing heat from indoors and expelling it outside. Heat pumps are energy-efficient because they move heat rather than generating it, making them effective for both heating and cooling purposes.  
The outdoor unit runs in heating and in Cooling.

**Reasons your heat pump is blowing cold air** when you first call for heating on a heat pump you will feel a burst of cool air as the heat pump requires a few minutes to heat up as it uses freon to heat. Traditionally you have a gas furnace that preheats up first then releases heat at 110 up to 120 degrees out of the vents instantly. On a heat pump, especially when it's cold out it will feel like only 90 degrees as it takes a few minutes before it reaches the temp desired to distribute throughout your home as the outdoor unit may be cold. Which brings us to the second reason you might feel cold air at first.

**Defrost mode** when your heat pump goes into defrost mode it switches to cooling to heat up the outdoor coil and melt ice that may have developed on the outdoor coil. A good indication that the outdoor unit is in defrost mode is that the compressor is on and running but the outdoor fan is not.

**Thermostat setting** is the biggest culprit for a heat pump to not work. If your thermostat is not set up for a heat pump the system will only Heat and not cool. To cool you need to energize the reversing valve.

**Reversing Valve**, the reversing valve is the main component of how a heat pump functions. It is responsible for switching from heating to cooling based on the command called for at your thermostat. Usually, you will hear a sound from the condenser that sounds like pressure being released, that is the reversing valve releasing the freon to the indoor coil or reversing the cycle. It is a normal operation.

4. **Energy Recovery Ventilator (ERV)** works by exchanging stale indoor air with fresh outdoor air while simultaneously transferring heat and moisture between the two air streams.

### Here is a basic overview:

**Air Exchange:** ERVs facilitate a controlled exchange of air between the inside and outside of a building.

**Heat Transfer:** During this exchange, the ERV system captures and transfers heat from the outgoing warm indoor air to the incoming cold outdoor air during winter. In summer, it does the opposite, transferring heat from the hot outdoor air to the cooler indoor air.

**Energy Efficiency:** By recovering heat and moisture, ERVs enhance energy efficiency by

reducing the load on heating and cooling systems. This can result in lower energy costs.

5. **Zoning** involves dividing a building into separate areas, or zones, with independent temperature control. Zone control is achieved using motorized dampers in the ductwork and individual thermostats in each zone. The dampers can open or close to control airflow to specific zones, while thermostats regulate the temperature in each area. Zoning allows for customized comfort, energy efficiency, and the ability to heat or cool only the occupied spaces, reducing energy consumption and improving overall system performance. Zoning has a bleed off setting to release pressure when only one zone is in use. Even if other zones are off you will still feel slight air on the off zones, which is the bleed off. This is normal and your system is designed to have a bleed off.

## Maintenance Schedule

The following is a list of homeowner maintenance that must be performed to keep your system working at optimum efficiency.

1. **Filters:** We recommend filters be changed every 90 days; however, conditions (Wind, sand, dust, pets) may require this to be done more frequently. Please inspect monthly as this may have a direct impact on air flow and excessive strain on the HVAC system causing early system failure.
2. **Outside Condenser or Heat Pump:** we recommend 3 times a year or as needed to clean coils, fins, and other components to remove dirt and debris, which can affect system efficiency. Also, remove any obstructions to airflow around the condenser / heat pump.
3. **Inspecting Ductwork:** Check for leaks or blockages in the ductwork to ensure proper airflow.
4. **Thermostat Calibration:** Verify that the thermostat is calibrated correctly to maintain accurate temperature control. Replace the batteries if applicable.
5. **Checking Refrigerant Levels:** Ensure that refrigerant levels are within the specified range to maintain system efficiency (May require a certified HVAC technician).
6. **Testing Controls:** Evaluate the system controls, including start cycles, shut offs, and safety controls, to ensure they function properly.
7. **Airflow Adjustments:** Adjust the damper in the registers/vents to accommodate cooling/heating season for personal preferences.
8. **Monitoring Overall System Performance:** Keep track of the system's performance and address any unusual noises, odors, or inefficiencies promptly.

Regular HVAC preventive maintenance helps identify potential issues before they escalate, improves energy efficiency, and extends the lifespan of your system. It is advisable to follow the manufacturer's recommendations and, if needed, consult with a professional HVAC technician for more comprehensive maintenance tasks.

If you have any questions, please contact:

**20/20 Plumbing & Heating, Inc.**

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