Pennsylvania Customers

Warranty & Maintenance Policy

Quality HVAC Solutions LLC stands behind every installation and repair. Review our limited workmanship warranty, manufacturer warranty distinctions, and customer responsibilities below.

Workmanship Coverage

One-Year Limited Workmanship Warranty

Quality HVAC Solutions LLC warrants that all installation and repair work performed by our technicians will be free from defects in workmanship for a period of one (1) year from the date of service completion, subject to the terms, conditions, and exclusions set forth in this policy and any signed service agreement.

• Covers defects arising directly from our installation or repair workmanship.

• Applies to residential and light-commercial work performed by Quality HVAC Solutions LLC technicians.

• Warranty period begins on the date the work is completed and accepted by the customer.

• Remedy under this warranty is limited to re-performance of the defective work or, at our sole discretion, a refund of the labor charges attributable to the defective workmanship.

Equipment & Parts

Manufacturer Equipment & Parts Warranties

Equipment, components, and parts installed by Quality HVAC Solutions LLC may carry separate manufacturer warranties. Those warranties are issued directly by the equipment or parts manufacturer and are governed by the manufacturer's own terms and conditions. Quality HVAC Solutions LLC does not extend, modify, or guarantee manufacturer warranties. We will assist customers in understanding and registering applicable manufacturer warranties upon request, but we are not responsible for manufacturer warranty claims, denials, or coverage limitations. Customers should retain all equipment documentation and registration confirmations.

Eligibility Requirement

Preventive Maintenance Requirement

To remain eligible for our one-year limited workmanship warranty, customers are required to maintain an active Quality HVAC Solutions LLC preventive maintenance plan and complete two (2) professional maintenance visits per membership year, plus any additional maintenance visits required by the applicable equipment manufacturer. This requirement reflects industry best practices and helps ensure that systems remain in proper operating condition. Where applicable law limits the enforceability of a blanket maintenance requirement as a condition of warranty coverage, we will evaluate warranty claims on a case-by-case basis in accordance with applicable law and the terms of any signed service agreement. Missing a single maintenance appointment will not automatically void coverage for unrelated workmanship defects where such a result would be unlawful.

Your Obligations

Customer Responsibilities

• Operate and maintain the HVAC system in accordance with manufacturer guidelines and our technician's instructions.

• Replace air filters at manufacturer-recommended intervals and keep the system area clear of obstructions.

• Maintain an active Quality HVAC Solutions LLC preventive maintenance plan with two visits per year.

• Notify Quality HVAC Solutions LLC promptly of any system issues or concerns.

• Provide reasonable access to the system for warranty inspections or repairs.

What's Not Covered

Exclusions & Limitations

This limited workmanship warranty does not cover, and Quality HVAC Solutions LLC shall have no obligation with respect to, defects, failures, or damage arising from or related to any of the following:

Customer or Third-Party Negligence

Damage, failure, or malfunction caused by misuse, abuse, neglect, accident, or improper operation by the customer or any third party not authorized by Quality HVAC Solutions LLC.

Unauthorized Repairs or Modifications

Any repair, modification, alteration, or service performed on the covered system by any person or entity other than Quality HVAC Solutions LLC without our prior written consent.

External Causes

Damage resulting from fire, flood, lightning, power surges, acts of God, or other causes beyond our control.

Normal Wear & Consumables

Normal wear and tear, consumable items (filters, belts, fuses), or cosmetic damage that does not affect system function.

Pre-Existing Conditions

Conditions, defects, or failures that existed prior to the date of our service and were not caused by our workmanship.

Equipment Defects

Defects in equipment, parts, or materials that are covered (or should be covered) under a manufacturer warranty.

How to File

Warranty Claim Procedure

Contact Us

Notify Quality HVAC Solutions LLC of the issue as soon as reasonably possible by phone or email. Describe the problem and the original service date.

Provide Documentation

Have your original service invoice, any signed agreements, and maintenance plan records available. We may request copies to process your claim.

Schedule Inspection

We will schedule a technician visit to inspect the reported issue. Please provide reasonable access to the system at the agreed time.

Resolution

If the issue is determined to be a covered workmanship defect, we will re-perform the defective work or, at our discretion, credit the applicable labor charges. We will communicate our determination in writing.

Legal Notice

Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, QUALITY HVAC SOLUTIONS LLC'S LIABILITY UNDER THIS LIMITED WARRANTY IS RESTRICTED TO RE-PERFORMANCE OF DEFECTIVE WORKMANSHIP OR A REFUND OF THE LABOR CHARGES ATTRIBUTABLE TO THAT WORKMANSHIP. WE ARE NOT AUTOMATICALLY EXEMPT FROM ALL LIABILITY. HOWEVER, WE SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF USE, LOSS OF REVENUE, OR PROPERTY DAMAGE NOT DIRECTLY CAUSED BY OUR WORKMANSHIP, EXCEPT WHERE SUCH LIMITATION IS PROHIBITED BY APPLICABLE LAW. NOTHING IN THIS POLICY LIMITS LIABILITY FOR GROSS NEGLIGENCE, WILLFUL MISCONDUCT, OR ANY LIABILITY THAT CANNOT BE EXCLUDED UNDER PENNSYLVANIA LAW.

This warranty policy is provided for informational purposes. It does not constitute legal advice and has not been reviewed or approved by an attorney. Customers are encouraged to review any signed service agreements, which govern in the event of a conflict with this general policy statement.

Have a Warranty Question?

Our team is here to help. Contact us to discuss a warranty claim or to learn more about our maintenance plans.