



8 North Line Rd, Ste B
Edgartown, Ma. 02539
P: 508-696-3120
F: 508-687-9565

12/12/16

COMPANY RATES, POLICIES, CONTACT INFORMATION, AND WARRANTIES:

Thank you for choosing Nelson Mechanical Design, Inc. for your plumbing and HVAC needs. To better serve you, we have enclosed our policies, warranties, labor rates, and contact information:

CONTACT INFORMATION:	508-696-3120		
SERVICE SCHEDULING - & NEW CUSTOMERS	COLIN:	EXT 1	colin@nmdgreen.com
BILLING AND PAYMENT -	CLARA:	EXT 2	bookkeeper@nmdgreen.com
NEW CONSTRUCTION -	DAVID:	EXT 3	david@nmdgreen.com
SERVICE QUESTIONS-	BRIAN:		brian@nmdgreen.com

HOURS AND RATE STRUCTURE:

Business hours: **508-696-3120**
Monday –Friday: 8:00 AM-4:00 PM
Master Technician: \$120.00
Technician: \$110.00

Emergency contact: **508-696-3120**
(24 HOURS A DAY OUTSIDE OF BUSINESS HOURS)

Redirecting Fee: (request for unscheduled, non-emergency same day service)
\$125.00 flat rate plus hourly rate

Emergency hours:
Monday- Friday, anytime outside of business hours
Saturday & Sunday
Master Technician, \$180.00
Technician, \$165.00

Holiday hours:
National Holidays (observed)
Master Technician, \$240.00
Technician, \$220.00

Overtime hours:

Master Technician: \$180.00

Technician: \$165.00

SERVICE CALL SCHEDULING, FEES AND RATES: Service calls will be scheduled in the order in which they are received. If immediate service is requested (non-emergency same day service), a redirect fee of \$125.00 will be charged for same day service. **THIS IS SUBJECT TO OUR AVAILABILITY.** Same day service calls may also be subject to overtime service rates (time and a half), depending on when the technician can resolve the issue.

Customers who have outstanding balances will not be put on our schedule until the account is current.

New service customers are required to keep a credit card on file to be run for the amount of their invoice 48 hours after the invoice is sent. Credit card information will be kept under lock and key.

SERVICE CALL INVOICING PROCEDURE:

1. **DIAGNOSTIC:** The service technicians will perform a diagnostic. If the problem can be fixed with in stock or “on island” parts, the problem will be resolved on the same call and invoiced the following week.
2. **DIAGNOSTIC INVOICE:** If the problem cannot be fixed immediately after diagnostic (either parts are not available or the techs do not have time) the diagnostic segment will be invoiced the following week.
3. **QUOTE REPAIR:** After the diagnostic is complete and the problem is not resolved, we shall provide the customer with a quote to resolve the problem. This quote will reflect the issues that we have found. There may be more issues, diagnosing, and repairs that are required that we are not able to find until the original repair has been made. Quotes may or may not include shipping and freight charges.
4. **PAYMENT:** All quotes over \$500.00 require a deposit. If the customer has approved the quote, they shall be billed for or 50% of the total amount of the quote. Before scheduling the quoted repair, the customer shall pay the diagnostic invoice and the quote amount stated above before the repair service can be scheduled.
5. **REPAIR SERVICE:** The quoted work shall be completed. The technician shall perform another diagnostic to make sure that all systems are working correctly now that the original repair has been made. If any further work is required, we shall revert back to step 3.
6. **FINAL INVOICE:** Once the quoted work is complete, the remaining amount shall be invoiced. This does not include any additional diagnostic repairs that are found once the original repair is complete.

SCHEDULING DEADLINES (FOR SERVICE AND NEW CONSTRUCTION)

NMD RESERVES THE RIGHT AT ANY TIME TO RESCHEDULE AN APPOINTMENT. WE PRIDE OURSELVES ON CUSTOMER SERVICE, KEEPING OUR APPOINTMENTS, AND GETTING SERVICE WORK AND PROJECTS DONE IN A TIMELY MANNER. HOWEVER, WE ARE NOT LIABLE (UNLESS UNDER SPECIFIC CONTRACT) TO COMPLETE PROJECTS OR SERVICE CALLS UNDER ANY DEADLINE. NMD HAS A RESPONSIBILITY TO ITS CUSTOMERS, CONTRACTORS, EMPLOYEES, AND EMPLOYEES' FAMILIES. NMD WILL ADJUST ITS SCHEDULE TO MEET THOSE RESPONSIBILITIES AS IT SEES FIT.

EMERGENCY CONTACT: We have a technician standing by after business hours to take your emergency call. If it is outside of regular business hours, please call **(508) 696 3120..**

ANNUAL/SEASONAL SERVICE POLICY: We try to have all of your customer information on file, including how often your system should be serviced. However, it is up to you, the customer, to call for seasonal service. It is also the responsibility of the customer to consult their insurance company regarding what temperature the heat must be left on in the winter if the house is unoccupied. Appliances using water have gotten so complicated due to water saving regulations that we cannot successfully drain them completely, nor are we able to keep up with the changes in solenoids/draining procedures, etc. We reached out to Crane Appliance to get their recommendation – they suggest leaving the heat on (at least at the lowest temperature approved by the homeowner's insurance company) as it is not possible to remove all water from modern appliances, even with compressed air.

If you have any questions about how often we need to come to your home or business, or what needs to be done annually or seasonally, please feel free to contact us. We will be happy to provide you with a “Preventive Maintenance Program.”

ACCESS POLICY: It is important that you provide us with access. Provide a key, hide a key, have a caretaker let us in, provide alarm access, etc. If you have set up access, and for some reason we cannot get in (caretaker didn't open the house, key was not there, etc.) and we have to leave and re-schedule, we will have to charge you for this travel time.

TEAMS: Almost every job, big or small, requires two techs. It is true that some do not. We are set up in two-tech teams. It is not practical to continuously adjust our teams' structure and schedule to accommodate the small percentage of “one man jobs”. Our New Construction and Service Departments are set up in two-tech teams. Two-tech teams shall be dispatched to every job. Therefore, the minimum charge for any job is two techs for one hour each, for a cost of \$230.00.

CODE COMPLIANCE: According to Massachusetts 248 CMR 10.00: Uniform State Plumbing Code, a permit needs to be pulled for every plumbing job except for repairs. This includes replacing hot water heaters, faucets, toilets, etc. It also states that everything that we can practically bring up to code shall be brought up to code. For example, the customer asks us to replace a toilet. We need to obtain a plumbing permit and have it inspected. In addition, we need to check all visible plumbing drains, wastes, vents, and water piping to ensure they conform to present code regulations. If the building drain, for example, is undersized, we will need to correct this immediately. We shall provide a quote for all work

to be done and await the customer's approval before proceeding. The same is true for sheet metal work for HVAC systems.

NMD WARRANTY: Our Company offers an industry standard 1 year parts and labor. If you have trouble with a part or piece of equipment (that we have provided) within one year of install, we shall repair it without charge on parts or labor. This does not include air and water filters or other items that need service more frequently than one year's time.

MANUFACTURER'S WARRANTY: Beyond our one year parts and labor warranty, each manufacturer of equipment that we have provided has their own warranty. Each warranty is different. If there is a problem with a piece of equipment, we shall contact the manufacturer first to see if the part is covered. Manufacturers do not cover our labor cost, therefore, we would be billing you for our labor hours.

CUSTOMER SAFETY: We are happy to instruct our customers on how to use their plumbing and HVAC systems. However, it is up to the customer to adhere to all safety and operating instructions in the owner's manual of their equipment. Customer and Employee safety is our number one priority. It is our company policy that we will not instruct any customer on how to use their gas equipment (light the pilot). Please read all safety and operating instruction carefully.

EMERGENCIES: If you have an emergency, you will not be charged a redirect fee. What constitutes an emergency?

1. No heat in a home where there is no backup system or other means of providing heat and the house is occupied.
2. No heat in a home or business and there is a chance of water lines freezing.
3. Water leaking and causing damage to finished surfaces.

COMMON PROBLEMS: Here are some common service problems that we would like to make the customer aware of:

1. **Power Quality:** On the island of Martha's Vineyard, we have poor power quality (under or over voltage) in many areas. Most of the modern HVAC systems have computerized control systems. These systems need to be protected from poor power quality (under or over voltage) as it can damage their computerized controls. Please have your power quality checked by your electric service provider and/or qualified electrician. Damage to electrical equipment as a result of poor power quality will not be covered by warranty.
2. **Life Expectancy of Equipment:** Unfortunately, equipment is not made the way it used to be. We have serviced equipment (boilers and hot water heaters) that is over 40-60 years old. Some of the equipment that is manufactured today is only made to last 10-15 years. This is a result of many things including manufacturing costs in a competitive market, the advancement of technology (not worth it to make equipment last long due to the demand for equipment upgrades), etc. We try to provide the best quality products for our customers. We also have to provide equipment and parts that are the most practical for our customers' budget and application.

3. **Lack of Maintenance:** Every piece of equipment needs maintenance. You wouldn't operate your motor vehicle for 100,000 miles without an oil change. Your plumbing and HVAC equipment are no different. Please take time to read what is involved with maintaining your equipment and/or ask our Service Department for a Preventive Maintenance (PM) quote for your home or business.
4. **Refrigerant:** For years, our industry has been using R22 refrigerant. New equipment that uses this refrigerant (like outside condensers and inside coils for AC systems), through federal regulations, is no longer legal for sale. If you have R22 equipment that needs to be charged, the price of R22 has increased tremendously. We encourage our customers with failing R22 equipment to upgrade to R410A refrigerant and equipment. This new R410A refrigerant is a more ozone friendly refrigerant and the new industry standard for residential HVAC. Please talk to our New Construction department about upgrading your equipment.
5. **Hot Water Heater:** DOE regulations do not allow us to purchase or install 65 and 80-gallon electric hot water heaters. If you require the installation or replacement of an electric hot water heater that requires 65 to 80 gallons of capacity, we suggest a heat pump hot water heater or two (2) 40-gallon electric hot water heaters. Please talk to our New Construction department for details.
6. **Permits, Inspections, and Code Compliance:** The Massachusetts Board of Plumbers and Gas Fitters as well as the Board of Sheet Metal Workers has made many code changes in the past couple of years. One of the largest changes is the requirement to improve existing systems. For example, if we perform a site visit to look at the addition of a bathroom, we will need to look at the plumbing for the entire residence or business. We need to ensure that the building drains and water main are properly sized, consist of the correct materials, and are arranged in a way that meets today's code. The same is true of HVAC systems.
The replacement of any fixture or piece of equipment, from something as small as a faucet to as large as a furnace, now usually requires a permit and inspection. Our New Construction department will be glad to provide a quote for these upgrades. We shall include these fees in our quotes. Repairs done by our Service Department do not require a permit.
7. **Home Inspections:** When purchasing a home, the structure usually needs to be in code compliance as outlined above in item 6. Also, if your town adheres to "Stretch Code", then your home must comply with those regulations as well.
8. **Local Governing Bodies:** NMD has licensed, insured, certified installers and service technicians that are fluent in local, state, and federal code. If you live in an area where an association or architectural review board, etc. have stricter policies than town, state, or federal codes, it is up to you, the home or business owner, to be aware of those codes and notify us in writing about these regulations.
It is not possible or practical for NMD to know the policies of every neighborhood or association in our region.
9. **Refrigeration Leaks:** Modern AC units and heat pumps normally operate at very high pressures and there is always the possibility or likelihood that small "micro-leaks" will develop in the refrigeration system. Any refrigeration leak that develops during the first year after installation will be covered by our one year warranty.
10. **Propane Fuel and Odorant:** Please remember to check your propane levels in your tank before calling for a "no heat/no hot water" issue. The odorant that is added to propane becomes more concentrated when your tank level is low. If you smell

propane, and your tank level is not low, please call your propane service provider and follow all of their safety guidelines.