

Claddagh Refrigeration & A/C Co. Inc
Refrigeration, Ice Machines, Heating, Ventilation, Air Conditioning
CCL# 796321

1434 15th Street
San Francisco, CA 94103



Office (415) 643-9248
Fax (415) 252 9486

COMPANY:

CONTACT:

ADDRESS:

PHONE:

EMAIL:

Service Terms and Conditions

All labor and materials not covered by warranty are the responsibility of the customer. Warranty coverage can only be determined after a technician performs diagnostics. If the issue is not covered by warranty the customer is responsible for diagnostic charge.

Please note: Installation errors and maintenance related failures are not covered by the warranty. Shipping and handling fees for some warranty parts are not included and will be billed to customer.

Non Warranty Service Rates:

Labor: \$145/ hr. (\$155 for airport locations). Overtime Labor: \$217.50/hour

Diagnostic minimum: 2-hour charge on diagnostic calls.

Truck fee: \$90.00 per visit within San Francisco and up to \$140 outside of San Francisco. The truck fee is a vehicle expense and is for transporting refrigerants/chemicals, tolls, fuel etc.

Travel time: Billed for round trip travel outside of the city of San Francisco and up to 30/45 minutes for locations within San Francisco.

These are the minimum charge if warranty does not apply to the site visit. Warranty does not cover overtime calls (\$217.50/hr.) Any service performed outside of normal business hours or non-warranty calls, shall be billed to customer. This agreement will be kept on file for all future service calls.

Sign: _____ Date: _____

Please print first and last name _____

CC# _____ EXP# _____ CVS# _____

Billing Address (street address and zip code) _____

Customer Responsibilities for Warranty Service Calls

(This list includes, but is not limited to, the following items)

Proof of Installation: Customer must provide the bill of sale or installation documentation to verify the product's installation date for warranty eligibility.

Routine Maintenance Costs: Customers are responsible for regular maintenance, operational adjustments, and cleaning. These are not covered under warranty.

Third-Party Errors: Warranty does not cover errors resulting from installation or repairs performed by unauthorized third parties or any modifications made without written manufacturer approval.

Damage Due to External Causes: Repairs required due to lack of maintenance, physical damage (e.g. drops), or external factors (e.g., electrical supply issues, water drainage problems, flooding, storms, or other acts of God) are the customer's responsibility.

Additional Charges: Customers are responsible for premium labor costs (e.g., overtime, holidays), reasonable travel time, service call fees, mileage, shipping, material costs, miscellaneous tools, and additional labor charges related to difficult access, permitting, or site restrictions.

Certificates of Insurance (COIs): Any additional COI requirements beyond Claddagh's standard coverage must be paid by the customer.

Installation Errors and Lack of Maintenance: These are not covered under warranty.

User Error: Any service needed due to improper use is not covered.

Change Orders: Delays related to installation, unresolved electrical or plumbing issues, or site readiness are not covered by warranty.

Filter Issues: Clogged filters or inadequate filtration systems are considered non-warranty issues.

Equipment Info:

Model #:

Serial #:

Description of problem:
