



**QUICK SERVICE**

HEATING • COOLING • PLUMBING • DUCT CLEANING

March 14, 2015

To whom it may concern in the State of Kansas;

Please consider the following my written testimony as a proponent for

Bill: HB2735 Express warranties; registration card or form need not be filed to enforce

My name is Robert McClelland, I am the owner of a small heating, air-conditioning, and plumbing contracting business located in Olathe, Kansas. I have personally owned and operated this business since 2005. Each year our company services approximately 5,000 homes located in Johnson County Kansas and the surrounding area.

I reached out to Larry Campbell (my State Representative for District 26) because of my overwhelming concern that consumers are having their warranty rights diminished or completely taken away by the manufacturer of consumer goods each and every day in the State of Kansas, all because of a little piece of paper.

This piece of paper while generally overlooked and discarded in the trash by many of us, myself included is worth its weight in gold because it is the product warranty registration card and / or information on how to register a product that you may have purchased online or via phone. Why does this matter? Well it does, it isn't good enough anymore that you can show that you purchased the product via receipt or invoice but now you have to give up personal information about yourself and your household in many cases just to have the warranty that is written on the box, or on the marketing, or advertising materials. This personal information could be age, gender, house hold income, and if you own your home or not.

Wait there is more, many times this registration process has a time limit. Some products must be registered 30, 60, or 90 days from purchase or installation. Most of the products that we carry and sell to consumers require registration now via internet and within 60 days. This does not give any consideration to the consumers in the State who choose not to use the phone or internet or do not have access to a phone or internet.

What happens if the product isn't registered? Many times you have no warranty rights as a consumer or your product warranty that may have been 10 years in most of our situations drops to 5 years, or from a 99 year warranty to 5 year, even though you as a consumer can show that you purchased that product, have a receipt or invoice. Plus you have always used that product to the manufactures specifications yet manufactures feel the need to hang there consumers out to dry over a piece of paper that should not make any difference if you can show proof of purchase or a gift receipt.

Many products that require registration are not limited to the following based on my experience.

Consumers purchase products each and every day in the State: Microwaves, Curling Irons, Hair Dryer, Electric Shaver, Electric Tooth Brush, Bread Toaster

TVs, DVD Players, Entertainment Centers, Furniture, Light Fixtures,

Garbage Disposals, Appliances, Water Heaters, Furnaces, Air-conditioners, Water Filter System, Faucets.

The list goes on and on.



## QUICK SERVICE

HEATING • COOLING • PLUMBING • DUCT CLEANING

Since our background is heating and air-conditioning we have a lot of interactions with equipment manufactures of heating and air-conditioning equipment. Goodman Manufacturing (one of the largest manufactures of HVAC equipment in the United States), Lennox, and Nordyne (Maytag HVAC products) are all manufactures that we have personally had warranty issues regarding registration and or the manufacture standing behind a product that we sold and installed for the consumer. Given the fact that we were a dealer of these different equipment brands and could prove with a check or invoice when the equipment was installed, you would think, the manufacture would stand behind their dealer and ultimately do the right thing by the end user / consumer, and honor their warranties, but they have chosen not to on more than one occasion. The consumers in these situations are then denied their warranty rights. Not because the equipment was installed incorrectly, not because the equipment wasn't maintained, not because the equipment was operated out of the scope of what is considered normal operating conditions, but rather because of a piece of paper. Maybe the manufacture didn't receive registration because it was misplaced or lost in transit. As a convenience for our customers we have started registering the products for them, but even that isn't enough and from time to time manufactures make mistakes or paperwork gets lost or slips through the cracks.

The latest situation that spurred this action was with Goodman Manufacturing. We have a consumer who we installed top of the line Amana heating and air-conditioning equipment on February 2<sup>nd</sup>, 2010, as an Amana Dealer. Amana Equipment is produced by Goodman Manufacturing, 7401 Security Way Houston, TX 77040. This equipment comes with a 10 year limited parts warranty, limited lifetime heat exchanger warranty, and a limited lifetime compressor warranty. The word LIMITED isn't the good kind like when you purchase a vehicle, it is the bad kind like you didn't register your product in 60 days and the manufacture diminishes your warranty to the tune of the following:

The following was taken directly out of current Goodman Manufacture Warranty information.

### **How Long Does Warranty Converge Last?**

Registration is not required to obtain warranty coverage, but registration affects the length of the warranty. If the unit is not registered, the warranty lasts for a period up to (1) 20 YEARS for the heat exchanger and (2) 5 YEARS for all other parts.

That is exactly what just happened to one of our consumers. In 2010 we were mailing in the warranty sheets, I have attached one that has been filled out as well as a copy of a warranty sheet. The manufacture advertises 10 year warranties on all their brochures. Consumers purchase these products based on the warranties that are advertised, at least it is an important part of their decision making process. In this particular case the equipment was installed in 2010 according to manufactures specifications, it was a properly sized and matched system. The registration warranty sheet was mailed to the manufacture. The equipment has been properly maintained since 2010 to date. Twice per year our company maintains the HVAC equipment, once in the heating season and once in the air-conditioning season. We have also performed warranty repairs on this equipment during this period of time one of which was a special project do to equipment issues the manufacture was trying to rectify in terms of the units being too noisy. During this period of time, not once did the manufacture indicate to us that the equipment had not been registered, if registered the equipment that the customer purchased and expected to have 10 years warranty with lifetime warranties pertaining to the main component of the furnace if failed, the heat exchanger, or if the main component of the a/c failed, the compressor, the consumer would receive a complete new furnace or air conditioner. For proof we can provide installation date via the signed invoice by the customer (which I have attached as an example), we have the warranty sheets that were photocopied with the original stickers off of the equipment box on them as well (which I have attached as an example).



## QUICK SERVICE

HEATING • COOLING • PLUMBING • DUCT CLEANING

So should the consumer still have the warranties when a dealer has the documentation of proof of purchase, or a consumer still have their warranties when they have a receipt of purchase? In my opinion, yes, absolutely nothing has changed in the entire process from having a warranty versus nothing other than registering the product. That is unfair, and a loop hole in which manufactures hope and bet, in my opinion, that a certain percentage of consumers will not register their product thus they will not have to stand behind their product. Not even in situations where you have or can present proof of purchase, so what difference should any registration make? My answer is none.

During the process of trying to rectify this particular situation, (which there are many others as well and with other manufactures) I have several recorded phone calls from the manufacture representatives including managers in which during the conversation I specifically ask that if I am a consumer and I send in these sheets via mail would they register the product for me and they said yes. Then they said it's not a warranty registration card and that it shouldn't be used as registration of the product and the only acceptable means of registration is via online. I then ask if I am a consumer or a dealer and choose to mail it in what confirmation do I get back via mail letting me know from you, the manufacture, that you received my form and the product has been registered. The answer was they do not mail out any confirmation, and then it changed to they do, and then it changed back to that they do not, all in the course of one phone call over 23 minutes. I then asked well, if I am a consumer how would I know that you received my registration form or information if I do not get a confirmation back in the mail? The answer was that the consumer should do their own due diligence to confirm registration, but it doesn't say that anywhere on the warranty sheet. Also that the product should not be registered via mail only online, so I asked today even if we mail in a piece of paper would you register the product and they said yes they would assist and register via paper. So my response was if even today you would register via paper, and I as a consumer wouldn't get anything back from you letting me know that the information didn't get lost in transit, or lost on the manufactures end, and I can prove purchase because we are the dealer with the invoice would they register the product so the consumer could have their full warranty. Their response via Tori B their Sr manager was, no they would not register the product and she was as high as the consumer or the dealer could go within the company to try to get this rectified before outside options (arbitration or law suit) This behavior in my opinion by a manufacture is a DISGUSTING neglect to the consumer. The consumer should not have their warranty rights diminished in any capacity by registration when they can provide proof of purchase and or installation.

This situation like many others is the exact reason why I support this current bill. I would also support any provisions or any other bill that would require manufactures to back date any warranties that they choose to diminish due to the product not being registered in the past, for example: if the consumer purchased an product base on the advertised warranty (see the attached brochure as an example), and purchased said product and have all the documentation that they purchased it (invoice or receipt), and maintained it if there is a maintenance provision in the warranty specification. The full product warranty should apply from original date of purchase or installation. Some products purchased on the market require regular service or maintenance, just like a car you have to perform some maintenance in order to keep the car operating properly and the warranty. The only thing that didn't occurred form many consumers to loose there entire warranty or get there full warranty was registration of the product. You as a consumer should be allowed to show proof of ownership and continue to have your respective full warranty rights that you paid for if the existing product or equipment would still be under a warranty based on the time line and dates from original purchase back dated.



**QUICK SERVICE**

---

HEATING • COOLING • PLUMBING • DUCT CLEANING

**Example 1:**

A product purchased 2010 had an advertised warranty of 10 years with registration. With or without registration and with proof of purchase that warranty should be in effect until 2020 with a provision as described above.

**Example 2:**

A product purchased in 2005 had an advertised warranty of 10 years with registration. With or without registration that warranty would have been in effect until 2015 with a provision as described above. This equipment would have no remaining warranty at all because it is outside of the time line of the 10 years.

The above information contained within my written testimony is based on real world personal & professional experiences and opinions. I ask you to please vote yes for this bill in that would protect all of our consumer warranty rights.



Sincerely

Robert McClelland  
President  
Quick Service  
913-856-4111 Office  
913-856-4106 Fax

See attached examples of:

Invoice

Consumer brochure

Warranty paper filled out with consumer equipment

Blank warranty paper.





**ASZ16**  
UP TO 16 SEER

## ASZ16 Heat Pump

### FEATURING...

- Lifetime Unit Replacement Limited Warranty\* for as long as you own your home
- Two-Stage UltraTech Copeland® Scroll Compressor
- 10-Year Parts Limited Warranty\*
- Chlorine-Free R-410A Refrigerant



\* To receive the 10-Year Parts Limited Warranty and Lifetime Unit Replacement Limited Warranty, online registration must be completed within 60 days of installation. Online registration is not required in California or Quebec. Full warranty details available at [www.amana-hac.com](http://www.amana-hac.com).

Amana is a registered trademark of Maytag Corporation or its related companies and is used under license to Goodman Company, L.P., Houston, TX. All rights reserved.



## Premium Indoor Comfort with Amana® Brand Heat Pumps

Beat the summer heat and the winter cold with a premium Amana brand ASZ16 R-410A Heat Pump — a unit that provides you with high-efficiency, outstanding performance, quiet operation and long-lasting warranties\* — including a **Lifetime Unit Replacement Limited Warranty\*** to the original, registered homeowner for as long as you own your home. This heat pump's reliable operation and outstanding features add up to premium indoor comfort.

The Amana brand has a long reputation for providing quality and innovation in home appliances, and our heating and air conditioning products are made with the same level of commitment. You can expect years of dependable service from your Amana brand ASZ16 R-410A Heat Pump. Why suffer through hot, humid days or cold, frigid nights with an inefficient, lower SEER noisy heat pump when an Amana brand ASZ16 unit with chlorine-free R-410A refrigerant can consistently deliver quiet, energy-conserving comfort?



*\*To receive the 10-Year Parts Limited Warranty and Lifetime Unit Replacement Limited Warranty, online registration must be completed within 60 days of installation. Online registration is not required in California or Quebec. Full warranty details available at [www.amana-hac.com](http://www.amana-hac.com).*

## Energy-Saving Efficiency With Amana

When properly matched and installed, your Amana brand ASZ16 Heat Pump offers up to 16 SEER energy-efficiency performance. "SEER" stands for Seasonal Energy Efficiency Ratio, a measure used by the U.S. Department of Energy to rate the efficiency of air conditioners and heat pumps. The higher the SEER, the greater the efficiency — and the lower the operating cost. Compared to lower SEER units found in many homes, an ASZ16 Heat Pump can provide significant savings on your electric bill.\*\* Your Amana brand ASZ16 Heat Pump also can provide high-efficiency heating performance up to 9.75 HSPF (*Heating Seasonal Performance Factor*).

With Amana brand Heat Pumps, your comfort and savings start with a high-efficiency Copeland® Scroll compressor. This high-quality component uses the latest compression technology and features overload protection. The efficient design of the scroll compressor is complemented by our durable, high-efficiency condensing coil, which is made with corrugated aluminum fins and refrigeration-grade copper tubing.



In many applications, the efficiency of your Amana brand ASZ16 Heat Pump can be enhanced by using it in conjunction with an Amana brand Gas Furnace, Air Handler or modular blower that includes a variable-speed blower motor. Talk to your Amana brand dealer about opportunities to increase the efficiency of your new unit.



*\*\* ENERGY STAR ratings are dependent upon conditions beyond equipment installation. To make certain your HVAC equipment qualifies for the ENERGY STAR designation, get complete information at [www.energystar.gov](http://www.energystar.gov).*

## What is R-410A?

Compared to lower SEER, R-22 refrigerant units, our new Amana brand ASZ16 Heat Pump will not only provide you with energy-efficient cooling performance for many years, but it also features R-410A refrigerant. Since this refrigerant does not contain chlorine, it is environmentally-friendlier than R-22 refrigerant, which is currently used in most air conditioning systems. Introduced in 1995, R-410A refrigerant has helped increase the durability and reliability of air conditioner compressors.

## Experience Quiet Comfort

You can be assured that your Amana brand Heat Pump will provide you with quiet operation. To minimize operating sounds, we've acoustically engineered our systems with enhancements that include a compressor sound-reduction cover made of high-density foam and a specially designed sound-control top. Additionally, the two-speed operation of the condenser fan motor allows your outdoor fan to typically run more often at a lower speed, creating lower operating sound as compared to units without this feature.



## Commitment to Quality Engineering

Always in pursuit of the highest performance and efficiency, our engineers are constantly evaluating the latest technology and applying it to every Amana brand Heat Pump. This commitment to constant improvement ensures that our units continue to meet or surpass industry standards. The Amana brand heat pumps are designed and built to ensure dependable operation with continuous, trouble-free cooling comfort.

But best of all, the operation of your heat pump can be monitored and reviewed by your contractor with the use of the ComfortAlert™ Diagnostics module that we build into all of our premium Amana brand units. This module monitors data from the unit, accurately detects the cause of system-related issues, and communicates the situation to the contractor through an LED indicator using a series of flash codes.

## Long-Lasting Inside and Out

Quiet, compact, and painted in a two-tone combination of dark Architectural Gray and a lighter Executive Gray that blends in with any landscape or architecture, an Amana brand ASZ16 Heat Pump is the perfect choice for a home in any neighborhood. To ensure that your unit will maintain its original, attractive appearance, we protect its exterior with a baked-on powder paint finish that resists rust and corrosion.

We also utilize a strong, PVC-coated wire grille to protect the fan and motor, and a sturdy, louvered guard made of galvanized steel to protect the coil from weather and other potentially damaging elements. Factory-installed filter dryers protect your system from debris and moisture — and the unit's state-of-the-art design includes a vertical condenser air discharge feature that protects your valuable landscaping.

**Heating & Air Conditioning**  
**Amana**  
**LASTS AND LASTS AND LASTS.™**



## Premium Performance

With the exceptional materials, engineering and workmanship that are part of every Amana brand product, we confidently back our ASZ16 Heat Pumps with what we believe to be some of the best standard warranties and extended service plans in the industry.

- **Lifetime Unit Replacement Limited Warranty\* for as long as you own your home**
- **10-Year Parts Limited Warranty\* on all functional parts**

For even greater peace of mind, ask your dealer or visit our web site at [www.amana-hac.com](http://www.amana-hac.com) for more details about **Asure**™, an affordable Parts and Labor Extended Service Plan for your entire Amana Brand HVAC system.†

**Asure**™†  
EXTENDED SERVICE PLAN

## Additional Information

Before purchasing this appliance, read important information about its estimated annual energy consumption, yearly operating cost, or energy efficiency rating that is available from your retailer.

## AMANA® BRAND ASZ16 HEAT PUMP ADVANTAGES:



- Up to 16 SEER cooling performance
- High-efficiency heating (up to 9.75 HSPF)
- Chlorine-free R-410A refrigerant
- Lifetime Unit Replacement Limited Warranty\* for as long as you own your home
- 10-Year Parts Limited Warranty\*
- Two-Stage Ultra Tech Copeland® scroll compressor
- Quiet operation ensured by:
  - A high-density foam compressor sound cover
  - Super efficient condenser fan motor
  - A wire fan discharge grille
- Copeland® ComfortAlert™ diagnostics
- A factory-installed bi-flow filter dryer
- A louvered cabinet made of heavy-gauge galvanized steel that protects the coil, while its appliance-quality, post-paint finish resists the effects of weather and time
- High- and low-pressure switches
- Performance certified in accordance with the Air Conditioning, Heating and Refrigeration Institute and Electronic Testing Laboratories

\* To receive the 10-Year Parts Limited Warranty and Lifetime Unit Replacement Limited Warranty, online registration must be completed within 60 days of installation. Online registration is not required in California or Quebec. Full warranty details available at [www.amana-hac.com](http://www.amana-hac.com). † Extended Service Plans not available in all states. Ask your dealer for full details.

## Amana Quality

Americans have been relying on long-lasting Amana® brand products since 1934, when Amana, Iowa, native George Foerstner accepted the challenge of building a dependable beverage cooler. Since then, the Amana brand has enjoyed many firsts, including developing the first cold storage locker, being the first manufacturer to nationally market an upright freezer for home use, and introducing the first portable countertop microwave oven.

The residents of Amana, Iowa, began a long history of pioneering and craftsmanship, and that spirit continues today in the manufacturing of quality Amana Heating & Air Conditioning products. From the technology behind our patented Million-Air™ heat exchanger to what we believe to be some of the industry's best warranties to the inclusion of high-quality filter dryers in each of our air conditioners and heat pumps, we remain committed to Amana's legacy of providing consumers with heating and cooling products that are built to last.



Look to your qualified Amana brand dealer to obtain expert advice about installation and service. Your dealer can help you decide which model best suits your needs.

**Call your AMANA brand dealer today.**

**[www.amana-hac.com](http://www.amana-hac.com)**

**Heating & Air Conditioning**  
**Amana®**  
**LASTS AND LASTS AND LASTS.™**

Our continuing commitment to quality products may mean a change in specifications without notice. © 2009 Goodman Company, L.P. Amana is a registered trademark of Maytag Corporation or its related companies and is used under license to Goodman Company, L.P., Houston, TX. All rights reserved.

CB-ASZ16 · 07/09



# Invoice

## Quick Service

PO BOX 112

Olathe KS 66061

913-764-9368 www.quickservicekc.com

February 13, 2010

Summary:	HVAC INSTALL
Invoice #:	5281
Tech:	ROBERT
Due Date:	2/28/2010
Job Date:	2/2/2010

### Bill To:

LI  
6  
S

913-897-7755

### Job Name:

Lead Hill

913-897-7755

### Description of Services and Work Rendered:

Installed Complete Home Comfort System for both the First- Second- Master- Basement Floors. See Proposals for full details.

#### 1st Floor Unit

Furnace: 95% Amana Two Stage Variable Speed 90BTU  
Heat Pump: 16SEER Amana 410A Freon 48K BTU  
A-Coil: Amana Cased Coil with TXV Installed  
Honeywell True Steam Humidifier: HM509 9 Gallon  
Honeywell IAQ Thermostat  
Ultravation UV Germicidal Purification System Ultramax Gold  
Ultravation Media Filtration MERV 11 20x25x5 Media Air Cleaner

#### 2nd Floor Unit

# Invoice

## Quick Service

PO BOX 112

Olathe KS 66061

913-764-9368 www.quickservicekc.com

February 13, 2010

Summary:	HVAC INSTALL
Invoice #:	5281
Tech:	ROBERT
Due Date:	2/28/2010
Job Date:	2/2/2010

### Bill To:

Lead Hill  
6  
S

913-897-7755

### Job Name:

Lead Hill

913-897-7755

### Description of Services and Work Rendered:

Furnace: 95% Amana Two Stage Variable Speed 70K BTU  
Heat Pump: 14SEER Amana 410A Freon 30K BTU  
A-Coil: Amana Cased Coil with TXV Installed  
Honeywell True Steam Humidifier: HM506 6 Gallon  
Honeywell IAQ Thermostat.  
Ultravation UV Germicidal Purification System Ultramax Gold  
Ultravation Media Filtration MERV 11 20x25x5

#### Master Bedroom & Basement Unit

Furnace: 95% Amana Two Stage Variable Speed 115K BTU  
Heat Pump: 16 SEER Amana 410A Freon 48K BTU  
A-Coil: Amana Cased Coil with TXV Installed  
Honeywell True Steam Humidifier: HUM5012 12 Gallon  
Honeywell IAQ Thermostat  
Ultravation UV Germicidal Purification System Ultramax Gold

# Invoice

## Quick Service

PO BOX 112

Olathe KS 66061

913-764-9368 www.quickservicekc.com

February 13, 2010

Summary: HVAC INSTALL

Invoice #: 5281

Tech: ROBERT

Due Date: 2/28/2010

Job Date: 2/2/2010

### Bill To:

L  
6  
S

### Job Name:

913-897-7755

913-897-7755

### Description of Services and Work Rendered:

Ultravation Media Filtration MERV 11 20x25x5 Media Air Cleaner

Water Heating System

Water Heater: Noritz Tankless Water Heater 11.1 GPM N-0842MC-DV

On Demand Water Circulation Pump Installed Under Kitchen Sink With Push Button Limited 1 Year Part And Labor warranty.

Water at residence appears to be hard recommend using water softener to help minimize maintenance and repairs of water heater, appliances, humidifiers etc.

Instant Hot Water System:

Installed a Instant Hot Water In Sink Erator H770SS 1/2 Gallon With Faucet unit has a limited 3 Year Part Warranty 1 Year Labor Warranty

Wine Cellar:



# Invoice

## Quick Service

PO BOX 112

Olathe KS 66061

913-764-9368 www.quickservicekc.com

February 13, 2010

Summary: HVAC INSTALL

Invoice #: 5281

Tech: ROBERT

Due Date: 2/28/2010

Job Date: 2/2/2010

### Bill To:

Lloyd Hill  
6  
S

913-897-7755

### Job Name:

Lloyd Hill

913-897-7755

### Description of Services and Work Rendered:

Installed new digital Thermostat with sensor. Re wired unit and ran new wire through wall back to outlet. Set system unit appears to be functioning properly at this time.

#### Gas Leak Repair 2nd Floor Bath room

Found Gas leak located behind dryer on 2nd floor. Removed sections of pipe and re-sealed. Installed new gas flex connector leak checked. Bled air from gas line. Cycled dryer on gas line appears to be leak free at this time from the shut off to the dryer.

#### Plumbing Repair 10-20-09

Unclogged Toilet and adjusted Water Pressure No Charge

Invoice Totals

# Invoice

## Quick Service

PO BOX 112

Olathe KS 66061

913-764-9368 www.quickservicekc.com

February 13, 2010

Summary:	HVAC INSTALL
Invoice #:	5281
Tech:	ROBERT
Due Date:	2/28/2010
Job Date:	2/2/2010

### Bill To:

Lead Hill

6

S

913-897-7755

### Job Name:

Lead Hill

913-897-7755

### Description of Services and Work Rendered:

1st Floor =	\$13,686.13
2nd Floor =	\$9,930.89
Master Bedroom & Basement =	\$15,336.55
Thankless Water Heater =	\$3,897.54
Instant Hot Water Under Kitchen Sink =	\$491.20
Installed Instant Hot Water Faucet =	\$125.00
Installed Digital Thermostat Wine Cellar and Re-Wired =	\$479.00
Installed New Section of Pipe Gas Leak Repair =	\$389.00

Total Of all Work Completed \$44,335.31

Paid Check Thank You - \$40,000.00

Remaining Balance = \$4,335.31

# Invoice

## Quick Service

PO BOX 112

Olathe KS 66061

913-764-9368 www.quickservicekc.com

February 13, 2010

Summary:	HVAC INSTALL
Invoice #:	5281
Tech:	ROBERT
Due Date:	2/28/2010
Job Date:	2/2/2010

### Bill To:

L  
6  
S

### Job Name:

L

913-897-7755

913-897-7755

### Description of Services and Work Rendered:

Equipment has been installed per proposal guidelines, calibrated in heating and cooling. Systems are functioning properly at this time.

X

Date:

2-13-2010

Above ordered work has been authorized and completed, and I acknowledge receipt of my copy.

Will Return in Spring to perform start and check and maintenance on equipment.

Heat Pump Units

ASZ140301 AD  
0811044238  
2nd Floor

ASZ160481 AE  
0912051484

Master Bedroom  
Basement Unit

Page 6 of 7

ASZ160481 AE  
0904741115

Main Floor





# Invoice

## Quick Service

PO BOX 112

Olathe KS 66061

913-764-9368 www.quickservicekc.com

February 13, 2010

Summary: HVAC INSTALL  
Invoice #: 5281  
Tech: ROBERT  
Due Date: 2/28/2010  
Job Date: 2/2/2010

### Bill To:

Lloyd Hill

6

S

### Job Name:

Lloyd Hill

913-897-7755

913-897-7755

### Description of Services and Work Rendered:

Furnace Units

*Master Bedroom / Basement Unit*

AMVC951155DX<sup>AA</sup>  
0911701817

AMVC950905DX<sup>AA</sup>  
0910730704

*Main Floor*

Coil Units

AMVC950704CX<sup>AA</sup>  
0910004787

*2nd Floor*

CAPF3636C6<sup>CB</sup>

CAPF4961D6<sup>AA</sup>

0911115194

*2nd Floor*

0912676126

*Main Floor Unit*

CAPF4961D6<sup>AA</sup>

0912676181

*Master Bedroom /  
Basement Unit*

Total: \$4,335.31

All material is guaranteed to be as specified. All work to be completed in a professional manner according to standard practices. Any alteration or deviation from above specifications involving extra costs will be executed only upon written orders and will become an extra charge over and above the estimate. All agreements contingent upon delays beyond our control. Purchaser agrees to pay all costs of collection, including attorney's fees. Please note all returned checks are subject to a fee of \$40.00.

Terms: Net 15

THANK YOU FOR YOUR BUSINESS

----- Tear Here: Please Return With Payment -----

Summary:  
HVAC INSTALL  
Summary:

Invoice Date:  
2/13/2010  
Due Date:  
2/28/2010

Invoice Number: 5281  
Total: \$4,335.31  
Balance: \$4,335.31

Please return this portion with your payment to:

Quick Service

PO BOX 112

Olathe KS 66061

Amount Enclosed: \$

ASX14, ASX16, ASX18, ASXC16, ASXC18

# Amana LIMITED WARRANTY

ASZ14, ASZ16, ASZ18, ASZC16, ASZC18

This Amana® brand heating or air conditioning unit is warranted by Goodman Company, L.P. ("Goodman") to be free from defects in materials and workmanship under normal use and maintenance, as described below:

- To the original owner and his or her spouse ("owner"), the **COMPRESSOR** is warranted for the owner's **LIFETIME** or for so long as the owner owns the home in which the unit was originally installed (whichever ends first), and **all remaining parts** are warranted for a period of **10 YEARS**, except as provided below. These warranties apply only if:
  - 1) The unit is installed in an owner-occupied, single family residence, and
  - 2) For lifetime warranty coverage on the compressor, the unit is installed with a new indoor coil or air handler to which it is properly matched by the installer, and
  - 3) The unit is properly registered with Goodman online within 60 days after the original installation. To register, go to [www.amana-hac.com](http://www.amana-hac.com) and click on the word "Warranty" located on the upper right side of the home webpage. Next, click on the word "Product Registration" located on the left side of the Warranty page and follow the instructions. Failure by California and Quebec residents to complete the product registration form does not diminish their warranty rights.
- If the above warranties do not apply, then **all parts**, including the compressor, are warranted for a period of **5 YEARS**.

Neither warranty continues after the unit is removed from the location where it was originally installed.

Neither warranty applies to, and no warranty is offered by Goodman on, any unit ordered over the Internet, by telephone or other electronic means unless the dealer selling the unit over the Internet, by telephone or other electronic means is also the installing contractor for the unit.

Regardless of time of registration, the warranty period begins on the date of the original installation. Where a product is installed in a newly constructed home; the date of installation is the date the homeowner purchased the home from the builder. If that date cannot be verified, the warranty period begins three months after the month of manufacture (indicated by the first four digits of the serial number (yy-mm)).

As its only responsibility, and your only remedy, Goodman will furnish (i) a replacement part, without charge for the part only, to replace any part that is found to be defective due to workmanship or materials under normal use and maintenance, or (ii) for a compressor that fails while covered by the lifetime warranty, a new, equivalent outdoor condensing unit. For warranty credit, the defective part must be returned to an Amana® heating and air conditioning products distributor by a state certified or licensed contractor. Any part replaced pursuant to this warranty is warranted only for the unexpired portion of the warranty term applying to the original part.

These warranties do not apply to labor, freight, or any other cost associated with the service, repair or operation of the unit.

These warranties are in lieu of all other express warranties.

This warranty gives you specific legal rights, and you may also have other rights that may vary from state to state or province to province.

**ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WARRANTY.** Some states and provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**GOODMAN SHALL IN NO EVENT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO EXTRA UTILITY EXPENSES OR DAMAGES TO PROPERTY.** Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

Goodman is not responsible for:

1. Damage or repairs required as a consequence of faulty installation or application.
2. Damage as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere or other conditions beyond the control of Goodman.
3. Use of components or accessories not compatible with this unit.
4. Products installed outside the United States or its territories, or Canada.
5. Normal maintenance as described in the installation and operating manual, such as cleaning of the coils, filter cleaning and/or replacement and lubrication.
6. Parts not supplied or designated by Goodman.
7. Damage or repairs required as a result of any improper use, maintenance, operation or servicing.
8. Failure to start due to interruption and/or inadequate electrical service.
9. Changes in the appearance of the unit that do not affect its performance.

Owner Name

Address of Installation

City/State-Province/Zip-Postal Code

Installer Name

City/State-Province/Zip-Postal Code

Phone # / Fax #

Distributor Name

City/State-Province/Zip-Postal Code

Phone # / Fax #

Outdoor Unit

Model # & Serial #

Installation Date

Indoor Unit

Make

Installation Date

Model # & Serial #

Mr. E. [REDACTED]  
Stillwell KS 66085  
Quick Service  
Olathe KS 66061  
913-764-9368 / 913-856-5262  
Goodman Dist  
Olathe KS 66061  
913-397-6898  
Please Register All S# + M#  
Below  
02-02-2010 All S#

AMVC951155DX  
0911701817

rk o  
ibol

ASZ160481  
0912051484



P. A  
4-47

CAPF4961D6  
0912676181

ASX14, ASX16, ASX18, ASXC16, ASXC18

# Amana LIMITED WARRANTY

ASZ14, ASZ16, ASZ18, ASZC16, ASZC18

This Amana® brand heating or air conditioning unit is warranted by Goodman Company, L.P. ("Goodman") to be free from defects in materials and workmanship under normal use and maintenance, as described below:

- To the original owner and his or her spouse ("owner"), the **COMPRESSOR** is warranted for the owner's **LIFETIME** or for so long as the owner owns the home in which the unit was originally installed (whichever ends first), and **all remaining parts** are warranted for a period of **10 YEARS**, except as provided below. These warranties apply only if:
  - The unit is installed in an owner-occupied, single family residence, and
  - For lifetime warranty coverage on the compressor, the unit is installed with a new indoor coil or air handler to which it is properly matched by the installer, and
  - The unit is properly registered with Goodman online within 60 days after the original installation. To register, go to [www.amana-hac.com](http://www.amana-hac.com) and click on the word "Warranty" located on the upper right side of the home webpage. Next, click on the word "Product Registration" located on the left side of the Warranty page and follow the instructions. Failure by California and Quebec residents to complete the product registration form does not diminish their warranty rights.
- If the above warranties do not apply, then **all parts**, including the compressor, are warranted for a period of **5 YEARS**.

Neither warranty continues after the unit is removed from the location where it was originally installed.

Neither warranty applies to, and no warranty is offered by Goodman on, any unit ordered over the Internet, by telephone or other electronic means unless the dealer selling the unit over the Internet, by telephone or other electronic means is also the installing contractor for the unit.

Regardless of time of registration, the warranty period begins on the date of the original installation. Where a product is installed in a newly constructed home; the date of installation is the date the homeowner purchased the home from the builder. If that date cannot be verified, the warranty period begins three months after the month of manufacture (indicated by the first four digits of the serial number (yy-mm)).

As its only responsibility, and your only remedy, Goodman will furnish (i) a replacement part, without charge for the part only, to replace any part that is found to be defective due to workmanship or materials under normal use and maintenance, or (ii) for a compressor that fails while covered by the lifetime warranty, a new, equivalent outdoor condensing unit. For warranty credit, the defective part must be returned to an Amana® heating and air conditioning products distributor by a state certified or licensed contractor. Any part replaced pursuant to this warranty is warranted only for the unexpired portion of the warranty term applying to the original part.

These warranties do not apply to labor, freight, or any other cost associated with the service, repair or operation of the unit.

These warranties are in lieu of all other express warranties.

This warranty gives you specific legal rights, and you may also have other rights that may vary from state to state or province to province.

**ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WARRANTY.** Some states and provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**GOODMAN SHALL IN NO EVENT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO EXTRA UTILITY EXPENSES OR DAMAGES TO PROPERTY.** Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

Goodman is not responsible for:

- Damage or repairs required as a consequence of faulty installation or application.
- Damage as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere or other conditions beyond the control of Goodman.
- Use of components or accessories not compatible with this unit.
- Products installed outside the United States or its territories, or Canada.
- Normal maintenance as described in the installation and operating manual, such as cleaning of the coils, filter cleaning and/or replacement and lubrication.
- Parts not supplied or designated by Goodman.
- Damage or repairs required as a result of any improper use, maintenance, operation or servicing.
- Failure to start due to interruption and/or inadequate electrical service.
- Changes in the appearance of the unit that do not affect its performance.

Owner Name

Address of Installation

City/State-Province/Zip-Postal Code

Installer Name

City/State-Province/Zip-Postal Code

Phone # / Fax #

Distributor Name

City/State-Province/Zip-Postal Code

Phone # / Fax #

Outdoor Unit

Model # & Serial #

Installation Date

Indoor Unit

Make

Installation Date

Model # & Serial #

Mr. [REDACTED]

Quick Service

Olathe KS 66061

913-764-9368 / 913-856-5262

Goodman Dist.

Olathe KS 66061

913-397-6898

Please Register All S # + M #  
Below

02-02-2010 All S #

AMVC950704CX  
0910004787

Remark  
tion at

ASZ140301  
0811044238

CAPF3636C6  
0911115194



ASX14, ASX16, ASX18, ASXC16, ASXC18

# Amana LIMITED WARRANTY

ASZ14, ASZ16, ASZ18, ASZC16, ASZC18

This Amana® brand heating or air conditioning unit is warranted by Goodman Company, L.P. ("Goodman") to be free from defects in materials and workmanship under normal use and maintenance, as described below:

To the original owner and his or her spouse ("owner"), the COMPRESSOR is warranted for the owner's LIFETIME or for so long as the owner owns the home in which the unit was originally installed (whichever ends first), and all remaining parts are warranted for a period of 10 YEARS, except as provided below. These warranties apply only if:

- 1) The unit is installed in an owner-occupied, single family residence, and
- 2) For lifetime warranty coverage on the compressor, the unit is installed with a new indoor coil or air handler to which it is properly matched by the installer, and
- 3) The unit is properly registered with Goodman online within 60 days after the original installation. To register, go to [www.amana-hac.com](http://www.amana-hac.com) and click on the word "Warranty" located on the upper right side of the home webpage. Next, click on the word "Product Registration" located on the left side of the Warranty page and follow the instructions. Failure by California and Quebec residents to complete the product registration form does not diminish their warranty rights.

If the above warranties do not apply, then all parts, including the compressor, are warranted for a period of 5 YEARS.

Neither warranty continues after the unit is removed from the location where it was originally installed.

Neither warranty applies to, and no warranty is offered by Goodman on, any unit ordered over the Internet, by telephone or other electronic means unless the dealer selling the unit over the Internet, by telephone or other electronic means is also the installing contractor for the unit.

Regardless of time of registration, the warranty period begins on the date of the original installation. Where a product is installed in a newly constructed home; the date of installation is the date the homeowner purchased the home from the builder. If that date cannot be verified, the warranty period begins three months after the month of manufacture (indicated by the first four digits of the serial number (yy-mm)).

As its only responsibility, and your only remedy, Goodman will furnish (i) a replacement part, without charge for the part only, to replace any part that is found to be defective due to workmanship or materials under normal use and maintenance, or (ii) for a compressor that fails while covered by the lifetime warranty, a new, equivalent outdoor condensing unit. For warranty credit, the defective part must be returned to an Amana® heating and air conditioning products distributor by a state certified or licensed contractor. Any part replaced pursuant to this warranty is warranted only for the unexpired portion of the warranty term applying to the original part.

These warranties do not apply to labor, freight, or any other cost associated with the service, repair or operation of the unit.

These warranties are in lieu of all other express warranties.

This warranty gives you specific legal rights, and you may also have other rights that may vary from state to state or province to province.

ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WARRANTY. Some states and provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

GOODMAN SHALL IN NO EVENT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO EXTRA UTILITY EXPENSES OR DAMAGES TO PROPERTY. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

Goodman is not responsible for:

1. Damage or repairs required as a consequence of faulty installation or application.
2. Damage as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere or other conditions beyond the control of Goodman.
3. Use of components or accessories not compatible with this unit.
4. Products installed outside the United States or its territories, or Canada.
5. Normal maintenance as described in the installation and operating manual, such as cleaning of the coils, filter cleaning and/or replacement and lubrication.
6. Parts not supplied or designated by Goodman.
7. Damage or repairs required as a result of any improper use, maintenance, operation or servicing.
8. Failure to start due to interruption and/or inadequate electrical service.
9. Changes in the appearance of the unit.

Owner Name

Address of Installation

City/State-Province/Zip-Postal Code

Installer Name

City/State-Province/Zip-Postal Code

Phone # / Fax #

Distributor Name

City/State-Province/Zip-Postal Code

Phone # / Fax #

Outdoor Unit

Model # & Serial #

Installation Date

Indoor Unit

Make

Installation Date

Model # & Serial #

Mr. [REDACTED]  
[REDACTED]  
[REDACTED] KS 66005  
Quick Service  
Olathe KS 66061  
913-764-9368 / 913-856-5261  
Goodman Distribution  
Olathe KS 66061  
913-397-6898

Please Register All 5# + M#  
Below

02-02-2010 All 5#

AMVC950905DX  
0910730704

ASZ160481  
0904741115



gts 1  
or by

CAPF4961D6

0912676126



ASX14, ASX16, ASX18, ASXC16, ASXC18

ASZ14, ASZ16, ASZ18, ASZC16, ASZC18

## WARRANTY

This Amana® brand heating or air conditioning unit is warranted by Goodman Company, L.P. ("Goodman") to be free from defects in materials and workmanship under normal use and maintenance, as described below:

- **To the original owner** and his or her spouse ("owner"), the **COMPRESSOR** is warranted for the owner's **LIFETIME** or for so long as the owner owns the home in which the unit was originally installed (whichever ends first), and **all remaining parts** are warranted for a period of **10 YEARS**, except as provided below. These warranties apply only if:
  - 1) The unit is installed in an owner-occupied, single family residence, and
  - 2) For lifetime warranty coverage on the compressor, the unit is installed with a new indoor coil or air handler to which it is properly matched by the installer, and
  - 3) The unit is properly registered with Goodman online within 60 days after the original installation. To register, go to [www.amana-hac.com](http://www.amana-hac.com) and click on the word "Warranty" located on the upper right side of the home webpage. Next, click on the word "Product Registration" located on the left side of the Warranty page and follow the instructions. Failure by California and Quebec residents to complete the product registration form does not diminish their warranty rights.
- If the above warranties do not apply, then **all parts**, including the compressor, are warranted for a period of **5 YEARS**.

Neither warranty continues after the unit is removed from the location where it was originally installed.

Neither warranty applies to, and no warranty is offered by Goodman on, any unit ordered over the Internet, by telephone or other electronic means unless the dealer selling the unit over the Internet, by telephone or other electronic means is also the installing contractor for the unit.

Regardless of time of registration, the warranty period begins on the date of the original installation. Where a product is installed in a newly constructed home; the date of installation is the date the homeowner purchased the home from the builder. If that date cannot be verified, the warranty period begins three months after the month of manufacture (indicated by the first four digits of the serial number (yyymm)).

As its only responsibility, and your only remedy, Goodman will furnish (i) a replacement part, without charge for the part only, to replace any part that is found to be defective due to workmanship or materials under normal use and maintenance, or (ii) for a compressor that fails while covered by the lifetime warranty, a new, equivalent outdoor condensing unit. For warranty credit, the defective part must be returned to an Amana® heating and air conditioning products distributor by a state certified or licensed contractor. Any part replaced pursuant to this warranty is warranted only for the unexpired portion of the warranty term applying to the original part.

These warranties do not apply to labor, freight, or any other cost associated with the service, repair or operation of the unit.

These warranties are in lieu of all other express warranties.

This warranty gives you specific legal rights, and you may also have other rights that may vary from state to state or province to province.

**ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WARRANTY.** Some states and provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**GOODMAN SHALL IN NO EVENT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO EXTRA UTILITY EXPENSES OR DAMAGES TO PROPERTY.** Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

Goodman is not responsible for:

1. Damage or repairs required as a consequence of faulty installation or application.
2. Damage as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere or other conditions beyond the control of Goodman.
3. Use of components or accessories not compatible with this unit.
4. Products installed outside the United States or its territories, or Canada.
5. Normal maintenance as described in the installation and operating manual, such as cleaning of the coils, filter cleaning and/or replacement and lubrication.
6. Parts not supplied or designated by Goodman.
7. Damage or repairs required as a result of any improper use, maintenance, operation or servicing.
8. Failure to start due to interruption and/or inadequate electrical service.
9. Changes in the appearance of the unit that do not affect its performance.

Owner Name \_\_\_\_\_  
Address of Installation \_\_\_\_\_  
City/State-Province/Zip-Postal Code \_\_\_\_\_  
Installer Name \_\_\_\_\_  
City/State-Province/Zip-Postal Code \_\_\_\_\_  
Phone # / Fax # \_\_\_\_\_  
Distributor Name \_\_\_\_\_  
City/State-Province/Zip-Postal Code \_\_\_\_\_  
Phone # / Fax # \_\_\_\_\_  
Outdoor Unit \_\_\_\_\_  
Model # & Serial # \_\_\_\_\_  
Installation Date \_\_\_\_\_  
Indoor Unit \_\_\_\_\_  
Make \_\_\_\_\_  
Installation Date \_\_\_\_\_  
Model # & Serial # \_\_\_\_\_

Part No. PWAACHPLD  
Printed in USA 09/09



Amana is a trademark of Maytag Corporation and is used under license to Goodman Company, L.P. All rights reserved.  
For further information about this warranty, contact **Goodman Consumer Affairs** at (877) 254-4729 or by mail to  
**7401 Security Way, Houston, Texas 77040.**

