

TECHNICAL DISCLOSURE & ACKNOWLEDGMENT

Leak Investigation & Refrigerant Service

Find the cause, explain the options and approve each stage separately.

YOUR SIGNATURE ACKNOWLEDGES INFORMATION ONLY. No price, repair, additional charge, deposit, substitute part or recurring payment is approved by signing this document.

Customer / business

Service address

Equipment / model / serial / unit ID

Job reference / diagnosis reference

We want you to understand the proposed approach before deciding whether to repair your equipment. This document explains foreseeable procedures, limitations and risks. It is not a quotation, a purchase agreement, a repair authorization or a waiver of legal rights. After this acknowledgment, you receive a separate job-specific estimate to review and sign. Only the approved scope may be invoiced and scheduled under its stated payment terms; signing this disclosure alone never starts a repair.

What a later estimate may include

The procedures below describe the proposed approach, not a package already purchased. The separate estimate will identify the actual parts, procedures, exclusions, price or pricing method, expected timing and payment terms for your equipment.

Evaluate the evidence of low charge

Refrigerant is not normally consumed by a properly sealed system. Low charge may indicate a leak, an earlier undercharge or prior service loss; findings and history are needed before stating the cause.

Plan the investigation

Appropriate visual, electronic, bubble or other detection methods may be used. A pressure test, staged isolation, recovery or access to concealed areas may be needed. Any investigation beyond an already authorized diagnostic service needs its own estimate approval.

Quote the repair separately

Finding a leak does not authorize repairing it. The separate estimate will identify the known location, proposed repair and any limitations. If no leak is found in accessible areas, we will explain the uncertainty and options rather than claim the system has no leaks.

Plan lawful charging and verification

Any approved work will identify refrigerant type and quantities, required testing and recordkeeping. Recharging is not a repair. Dye or sealant is not automatic; suitability, manufacturer restrictions, risks and price must be separately explained and approved.

What could affect the repair

More than one leak may exist

Small, hidden or intermittent leaks can require repeat checks under different conditions. Tests cover accessible areas and the conditions at the time; they cannot guarantee that another leak will never develop.

An unresolved leak can cause repeat loss

Refrigerant added to a leaking system may be lost, and low-charge operation can damage equipment. Cyclone's policy is to investigate and address leaks rather than provide an unexplained recharge-only service. A signature does not compel or authorize an unlawful or technically unsuitable recharge.

Legal duties depend on the appliance

Recovery, leak repair, verification, inspection and records depend on equipment category, refrigerant and full charge. There is no universal 'under 50 lb' exemption. The applicable requirements will be identified for the equipment; customer acknowledgment does not transfer Cyclone's own compliance duties.

Measurements and service history matter

Please supply available recharge, repair and refrigerant records. Added and recovered quantities will be documented as applicable. Testing pressure and evacuation criteria must suit the equipment; a generic number does not replace manufacturer instructions.

Other defects may become visible

A repaired component does not renew the entire system. Age, corrosion, brittle wiring, worn valves or concealed damage can affect the result. We will document significant findings and explain recommended corrective work. Existing deterioration does not excuse damage caused by improper work.

Work pauses when the scope changes

If unexpected conditions require additional work, a different part or a higher limit, we will document the finding, explain the cost and timing impact, and request written or electronic approval of an identified revised estimate or change order before that extra work. Any contingency allowance must be expressly stated in the signed estimate with its amount and scope; it is not an unlimited charge. Silence, access or this signature is not approval. Required immediate safety measures will be documented; this acknowledgment creates no open-ended emergency billing.

Prepare for equipment downtime

Tell us about prior failures, refrigerant additions, unusual operating conditions and access restrictions. Arrange reasonable protection for perishable stock and temperature-sensitive property during downtime. Explain any critical operating needs before scheduling. These precautions do not release us from responsibility for negligent work.

Service recording and optional publication

Cyclone plans to record each job from arrival through completion with video and service-related audio using Meta smart glasses or a phone, after explaining the scope and obtaining separate permission. Recording is limited to the service area and may pause for privacy, safety or device limits. Originals are intended for indefinite retention in Google Photos, without a guarantee of permanent availability. With separate optional written publicity permission, footage may be posted after the work in approximately one-minute WhatsApp Status segments, then edited into a public Instagram summary. Status visibility expires; later customer access requires separately arranged sharing. This technical signature authorizes neither recording nor publicity.

Workmanship, parts and follow-up

Once repair work is separately approved and completed, Cyclone's standard workmanship warranty is 90 days from completion for the work performed. A component repair is not a whole-system warranty. The final agreement and service record will identify the covered work and any specifically agreed coverage; statutory rights remain unaffected.

Manufacturer coverage depends on the actual part and the manufacturer's written terms. We will provide available warranty information and assist with a claim. A third party's involvement or an unrelated defect does not automatically cancel all coverage; any relevant exclusion must relate to the cause and be lawful.

If an urgent replacement is requested while a manufacturer claim is pending, any proposed charge must first be explained and separately approved. We will account for any manufacturer credit actually received. This does not take away a remedy owed under Cyclone's workmanship warranty or applicable law.

For a separately approved leak repair, the 90-day workmanship warranty applies to the work at the repaired point. An unrelated new leak is not automatically covered, but a failure caused by our defective work remains subject to the applicable warranty and legal remedies. Detection alone does not promise to locate every leak or guarantee how long an unresolved charge will last.

Permits, safety and your rights

Permit, inspection and licensing requirements depend on the work and its location. Required approvals, responsibilities and disclosed fees will be addressed in the separate estimate or work agreement. We will not use this acknowledgment to bypass required permits, safety procedures or cancellation rights. Any legally permitted emergency procedure requires its own documentation.

Nothing in this acknowledgment releases Cyclone from liability for its negligence, authorizes unsafe or unlawful work, or limits rights that cannot lawfully be waived. Any residential improvement agreement that is required will be supplied separately with its applicable notices. No unseen terms are incorporated by this form.

Acknowledgment of receipt and explanation

I acknowledge that I received this information, had an opportunity to ask questions and understand that the results of work on existing equipment can be affected by the conditions explained above. My signature records receipt and discussion only. It does not approve an estimate, authorize repairs or charges, or waive cancellation or other legal rights. Any diagnostic service already authorized remains governed by its separate agreement. I will receive a copy of this document.

Customer / representative name and role

Customer / representative signature

Date

Cyclone representative

Questions or equipment-specific findings