

DIAGNOSTIC VISIT TERMS

Visit & Diagnosis

Clear fees, documented findings and a separate decision about repairs.

THIS AGREEMENT COVERS THE DIAGNOSTIC VISIT ONLY. It does not authorize a repair, parts order or an additional charge that has not been separately approved.

Customer / business

Service address / equipment

Booking / payment reference

Authorized contact / email / phone

What your diagnostic visit covers

Visit fee and included time

The standard diagnostic visit is \$125 plus applicable sales tax. It includes travel within the stated 20-mile service radius of Port Chester, New York, and the first 30 minutes of professional technical assessment. Any different travel arrangement or after-hours price must be disclosed and agreed before the service is booked.

Online reservations are prepaid

For a visit reserved and paid online, the checkout shows the applicable tax and total before payment. The payment is credited to this visit and is not collected again on arrival. Your confirmation identifies the date, time and service address. A receipt is evidence of payment; a submitted form alone is not.

Additional diagnostic time and materials

Time beyond the first 30 minutes requires notice and prior approval. The standard labor rate is \$88 per hour, billed in 15-minute increments (\$22 per increment). Diagnostic consumables, such as nitrogen or UV dye, are not included in the visit fee; any proposed additional cost must be disclosed and approved before use. No overtime amount is implied by these terms.

Assessment has practical limits

Diagnosis is based on accessible equipment, operating conditions, history and the tests actually authorized. Intermittent faults, concealed damage or multiple problems may require additional investigation. A diagnostic visit does not promise a complete repair, a whole-system inspection or the discovery of every possible defect.

Your decisions remain separate

Information first, estimate second

If a repair is recommended, Cyclone explains its findings and provides the relevant technical disclosure for acknowledgment. That first signature records information only. A separate job-specific written estimate follows and must be reviewed and signed by the authorized customer. Only then may Cyclone invoice, order parts, schedule and begin the approved work, subject to the signed payment terms and applicable permit and cancellation requirements. Creating an invoice does not by itself change its payment due date or authorize a card charge.

Approval and changes

The estimate will identify the actual work, parts, pricing method, applicable tax, expected timing and payment terms. Hourly repairs, when separately authorized on that basis, use the stated \$88 hourly rate and 15-minute increments unless a different price is expressly agreed. A fixed-price quote remains a fixed-price quote. Additional scope or work expected to exceed an authorized limit requires a written or electronically documented change approval before proceeding; there is no automatic 15% allowance. Any expressly proposed contingency has a defined amount and scope in the signed estimate; it does not authorize unlisted work or an uncapped price increase.

Diagnostic credit

The existing \$125 diagnostic fee credit applies once to an approved repair exceeding \$400. The final invoice will identify the eligible credit, applicable taxes, prior payments and remaining balance. It must not apply the same diagnostic credit to multiple repairs or charge the diagnostic visit twice.

Who can approve

Tell us who is authorized to make decisions and approve costs for this job. An employee, family member or person opening the door is not automatically authorized to approve repairs or extra charges. We will obtain approval from the customer or a specifically authorized representative.

Payment after the visit

Except for prepaid visits and an expressly agreed payment schedule, residential and new commercial accounts pay approved balances upon completion; preapproved commercial accounts have Net 15 terms. The payment options actually available will be shown when payment is requested. No unspecified card surcharge, automatic late fee or additional card charge is authorized by these terms.

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.

Access, workmanship and customer rights

Access, cancellation and safe conditions

Provide safe, reasonably clear access and tell us about known hazards. Our staff is not required to move customer property or disturb suspected asbestos, severe mold, unsafe wiring or unstable structures. If the technician arrives but access is unavailable or safe assessment is prevented by undisclosed conditions, the visit fee may still apply as disclosed for the booking; it is not charged a second time if prepaid. Cancellation or rescheduling follows the policy disclosed with the reservation and applicable law. This document creates no blanket nonrefundable policy or waiver of cancellation rights.

Quality and warranty

Separately approved repair workmanship has a standard 90-day warranty from completion for the work performed. Manufacturer parts coverage follows the applicable written terms. Repairing one fault does not renew unrelated equipment. We will explain any proposed charge for an urgent replacement pending a manufacturer claim, obtain separate approval and account for credits received. Existing warranties and legal remedies are not removed by this diagnostic agreement.

Existing equipment and liability

Wear, corrosion and concealed defects can affect testing and results; significant findings will be documented. They do not excuse damage caused by improper work. Nothing here releases Cyclone from liability for its negligence or limits rights that cannot lawfully be waived. No blanket cap at the amount of the visit fee or automatic exclusion of all customer losses is imposed.

Records, scheduling and applicable requirements

The recording notice and separately recorded choices govern service media. Service priority, if any, follows the separate maintenance agreement and actual availability. We communicate delays or unsafe conditions affecting a visit. Permits, required notices and any residential work agreement are addressed before the later repair. New York law applies without eliminating protected forum, cancellation rights or remedies.

Diagnostic service acknowledgment

I have received these diagnostic visit terms. I understand the \$125 visit fee plus applicable tax, the included 30 minutes and service radius, and the requirement for prior approval of extra time, materials and repairs. Any online payment already made remains credited to this visit. This acknowledgment does not approve a future repair estimate or waive legal rights. I will receive a copy of these terms. Recording and promotional permissions are separate choices; this signature does not supply either permission.

Customer / authorized representative

Signature

Date

Cyclone representative

Booking-specific notes / agreed additional services