

Heating Green Scope of Work Statement

Who we are and what we do:

Occasionally at Heating Green we are asked what our scope of work is. There are often many parties involved on a project (e.g. owners, contractors, electricians, architects, manufacturers, distributors, designers, shipping providers, etc.). To ensure that your project goes as smoothly as possible we have outlined what roles we assist with.

Heating Green is an online retailer of infrared heating systems for commercial and residential applications. We have long standing relationships with US manufacturers of high end infrared heaters and related hardware. Our scope of work includes the below.

Prior to purchase:

1. Recommendation of product(s), explanation of features and benefits, explanation of infrared and any related questions on thermodynamics as pertains to the project.
2. Assistance in any capacity with other members of the project i.e. we are glad to work directly with your contractor, electrician, etc. to answer any questions and ensure the process goes as smoothly as possible. This includes any conference calls, Zoom, FaceTime, etc.
3. Design assistance with layouts including mock ups of infrared heater layouts on a reflected ceiling plan (RCP) when available.
4. Explanation of best practices to set up the project for success.
5. Answer any clarifying questions on specifications or electrical questions on our equipment.
6. Provide wiring diagrams, submittals, cut sheets, or any other related documents needed.
7. Process freight quotes and advising on projected lead times and freight times.

Post-purchase:

1. Provide any updates on the status of manufacturing or shipping.
2. Assist with any change orders to the equipment or shipping, if needed.
3. Provide lifetime customer support to answer questions on operation or performance of our infrared systems.
4. Answer any clarifying questions regarding installation. We are glad to speak with your electrician or installer directly.
5. Assist with warranty replacements from the respective manufacturers.
6. Act as liaison with our manufacturers to help troubleshoot any technical product issues that are beyond our expertise.
7. Upon request, we can provide marketing literature or related documents to help you advertise infrared heat to your customers.

Below are some items that are not included in Heating Green's scope of work:

1. Payment of expedited freight cost, or reimbursement of any cost, if manufacturing or delivery time frames deviate from initial projections.
2. Onsite visits for sales or support.
3. Advice on wiring or electrical questions that go beyond the specifications of our products.



4. Support on products that were not purchased from Heating Green.
5. Advice on compatibility of products that are not sold by Heating Green.
6. Reimbursement for installation costs of warranty replacements.
7. Reimbursement for any costs associated with correcting issues with installation, wiring, or environmental factors that are adversely affecting performance, safety, or aesthetics of the heaters.
8. Fulfilling warranty or return requests that are outside of the respective timeframe for warranties or returns.

Please reach out to us anytime if you have any questions on our scope of work and we are happy to explain further. Thank you for considering us for your infrared heating system and we look forward to working with you!

