



Service & Installation Warranty Effective Date: August 1, 2025 Valid for Services Rendered by Licensed Technicians of Holloway Plumbing

SECTION I - SERVICE & REPAIRS

1. Price Lock Guarantee Coverage: The price you are quoted in writing is the price you pay. Qualifier: This guarantee excludes customer-requested additions or modifications to the original scope of work. Quote must be signed prior to commencement of service.
2. Lifetime Workmanship Guarantee Coverage: If any repair we perform fails due to our workmanship, we will correct the issue at no cost-for life. Qualifier: This guarantee applies only to the original repair and only while you own the property. Failures due to system age, manufacturer defects, improper maintenance, or unrelated plumbing issues are excluded.
3. 1-Year Service Warranty Coverage: All standard repairs and parts provided by Holloway Plumbing are warranted for 12 months. Qualifier: Warranty excludes damage caused by customer neglect, freezing, excessive water pressure, third-party work, or acts of nature.
4. 90-Day Drain Warranty Coverage: If the same drain re-clogs within 90 days of service, we will return and clear it at no charge. Qualifier: Warranty applies to the same location and same issue only. Excludes foreign objects, structural defects (e.g., collapsed lines), grease buildup, or recurring root intrusion unless otherwise cleared during initial service.

SECTION II - NEW INSTALLATIONS

1. Low Price Guarantee Coverage: We will match or beat any licensed, insured competitor's "apples to apples" written quote, or refund the difference. Qualifier: Competing quote must be dated within 30 days, match scope/materials/labor, and be from a reputable company with equivalent warranty coverage.
2. Installation Price Lock Guarantee Coverage: Once quoted, your install price will not increase due to unforeseen conditions encountered during the job. Qualifier: Applies only to conditions reasonably discoverable at time of quote. Excludes customer-driven scope changes, undisclosed structural/electrical/code violations, or city-imposed permit-related costs.
3. Lifetime Installation Guarantee Coverage: All piping, wiring, and venting installed by Holloway Plumbing is warranted for life against defects in workmanship. Qualifier: Applies only to materials we install, and while the original purchaser owns the home. Damage from third parties, homeowner modifications, natural disasters, or lack of maintenance are excluded.
4. Tankless Water Heater Warranty (10 Years) Coverage: Approved tankless installations include full parts and labor coverage for 10 years. Qualifier: Requires annual maintenance by Holloway Plumbing or another licensed plumber, and a properly sized water treatment system. Warranty is void if the system is serviced improperly, altered, or installed outside manufacturer's guidelines.
5. Tank-type Water Heater Warranty Coverage: Approved water heater tank installations include full parts and labor coverage for 6 years on a standard installation, or 10 years for units installed with the manufacturer upgrade package. Qualifier: Requires annual maintenance by Holloway Plumbing or another licensed plumber, A properly sized water treatment system, and addition of a powered anode rod. Warranty is void if the system is serviced improperly, altered, or installed outside manufacturer's guidelines.

Questions or Warranty Service Requests? Contact Holloway Plumbing at (830)896-0890 or service@hollowayplumbing.net (830) 896-0890 (830) 990-2224 Regulated by the Texas State Board of Plumbing Examiners - P.O. Box 4200 Austin, TX 78765-4200 (512) 936-5200 Damon D. Lewis, Master Plumber M-42237



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6. Full Water Softener Warranty Coverage: Full labor and service warranty from Holloway Plumbing runs concurrent with the manufacturer's parts warranty (up to 10 years depending on model). Qualifier: Warranty excludes damage from water quality issues outside of manufacturer specifications, electrical surges, or customer misuse.

7. No Lemon Guarantee Coverage: If the same major component (e.g., water heater tank, tankless core, softener valve) fails twice under warranty, we will replace the entire unit. Qualifier: Applies only to manufacturer-confirmed part failures. Damage from external causes (e.g., hard water scaling due to no softener, flooding, or misuse) voids this guarantee.

8. 10-Year Underground Work Warranty Coverage: We provide a 10-year warranty on all workmanship related to water yard lines, sewer yard lines, and tunnel work. Qualifier: This warranty applies only to the original work performed by Holloway Plumbing and only while the original customer owns the home. Warranty excludes damage from tree roots, ground movement, third-party excavation, improper system usage, extreme weather conditions, acts of God, or pre-existing defects in adjoining systems. This warranty does not cover any landscaping, hardscaping, sod, irrigation, fencing, or other surface restoration. The homeowner is responsible for all cosmetic or non-plumbing repairs resulting from necessary excavation.

GENERAL TERMS & CONDITIONS

- All warranties are valid only for the original customer and installation address.
- Warranties are non-transferable. - Manufacturer warranties must be registered per their terms for full coverage.
- Customers must maintain reasonable access to equipment and provide proof of maintenance, where applicable.
- Holloway Plumbing reserves the right to inspect and validate any claim prior to performing warranty work.

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