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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 warrantied 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](mailto: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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