



Go Green Plumbing, Heating, Air & Electrical  
300 Pomona Drive  
Greensboro, NC - 27407  
(336) 252-2999  
<http://www.GoGreenPlumb.com>

Invoice 95852898  
Invoice Date 8/16/2024  
Completed Date  
Customer PO  
Payment Term Due Upon Receipt

**Billing Address**

Angela & Christopher Mattern  
5807 Scotland Oaks Court  
Greensboro, NC 27407 USA

**Job Address**

Angela & Chris (New Home) Mattern  
5407 Eastern Shores Drive  
Greensboro, NC 27455 USA

**Description of Work**

Today I spoke with Angela following our initial visit. I got in discussed options with Angela about the diagnostic of the boiler and provided options to replace the transformer as well as perform further diagnostic.

After speaking with Angela, she stated she was not ready to move forward at this time.

She would also like the invoice to be resent to her from the initial visit.

Will follow up with Angela next week.

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Invoice summary (08/15/2024) :

Today we came out for an home inspection following renovation. Upon arrival I met with Angela and went over what they could expect from today's visit. The first thing we did was to inspect utility room where boiler was located.

Upon inspection, I noticed that the boiler was throwing an error code for low voltage, gas pressure switch and discussed the issue in detail with Angela. Angela discussed issues with the boiler and indirect water heater install that and inspection company had found, as well as other issues in the home.

After assessing the initial issue, I performed a thorough evaluation of the plumbing system to ensure everything else was as it should be.

The home was built in 2007 (renovated between 2020-2023).

This home is on city water and sewer.

The main shut-off valve is located garage (right side).

The water pressure is regulated by PRV.

The Water Heater is located In utility closet (left garage).

The boiler setting was not displaying due to error code.

The water heater is a 2 year old, indirect water heater storage tank (squire).

The boiler is a 2 year old, Lochinvar condensing boiler (natural gas). There are 6 bathrooms in the home.

The Domestic Water Distribution in the home is piped in PEX and copper.

The DWV system is piped in PVC.

As far as water treatment there is none.

During my evaluation I noticed the following issues/potential issues:

1. Boiler is displaying error code.
2. Expansion tanks in boiler room not supported correctly.
3. Return line for recirculation pump undersized.
4. Ptraps in several bathrooms are not installed correctly, potential for blockages / leaks.
5. Leaking vanity sink in upstairs bathroom (hallway bathroom, second floor).
6. Vessel sinks in master bathroom not installed correctly.
7. Shark bite stop valve fittings and stop valves in kitchen not up to code.
8. Recirculation pump on return line is undersized and not the correct pump.
9. Dissimilar metals used together on water heater (galvanized strapping on copper water line, which will lead to electrolysis).
10. Floor drains for showers not flush against wall.

11. 2 lavatory faucets not full secured to vanities.
12. Loose wiring around boiler and pump switches.
13. Water heater nipple leaking at the top inlet connection, also possible dissimilar metals (electrolysis).
14. Stains left on caulking around base of toilets.

-There were also many other issues related to the plumbing.  
 -There were other issues and code violations related to electrical and HVAC.

I discussed the current state of the system as well as all issues and potential future issues with Angela. Due to the amount of issues/future potential issues (both plumbing and other trades), we referred Angela to a contractor. We recommended having a contractor perform an inspection of the home with all trade departments on site to go over everything that needs to be corrected in order to properly test everything inside the home and provide correct pricing. Angela needed to leave the site during our thorough evaluation. I was able to speak with her over the phone following the thorough evaluation. I recommended perform a diagnostic on the boiler first to get the system up and running so the plumbing can be properly tested.

I created a diagnostic option and Angela agreed through verbal consent to have boiler diagnosed.

I Performed all work listed below.

I got Lochinvar tech support on the phone and ran through a diagnosis of the boiler. We checked in coming voltage from main power supply and pulled a 120 volts. We checked each end of the fuses on the main control board and comforted 120 volts at fuses. We checked the transformer but was unable to get a sufficient reading. I confirmed the jumper wire was tight to low voltage board on gas pressure switch section. We tested voltage at another terminal on low voltage board coming from transformer and did not get any voltage. Diagnostic had shown that the transformer was bad and in need of replacement. I brought diagnostic information to the attention of Angela and recommended replacing transformer and control board in case of a surge. I will follow up with Angela on options for repairs to get boiler functioning so we can properly test the plumbing system Friday or the following Monday.

Following completion of work, I cleaned up all work areas. Then Angela paid in full via cc. I emailed the receipt/invoice to the email on file.

<b>Sub-Total</b>	\$0.00
<b>Tax</b>	\$0.00
<b>Total Due</b>	<u>\$0.00</u>
<b>Balance Due</b>	\$0.00

Update follow up calls

Go Green Plumbing, Heating, Air & Electrical  
 License P1 #33086  
 License H3 #29270  
 License E #35644

Customer agrees to the above conditions, scope of work, materials, inclusions, exclusions, notes, billing and / or any other criteria within this proposal. For the \$0.00. At completion of the listed work the customer agrees to pay \$0.00 Customer also agrees that time is of the essence concerning when payment is due. Payment terms are C.O.D. Payment is due upon completion. Restock fees may apply upon cancellation of an accepted proposal. Terms, Conditions, Warranty and Disclaimers can be viewed by clicking: Terms and Conditions. This job is being completed by Keelan Taylor

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Customer agrees to the above conditions, scope of work, materials, inclusions, exclusions, notes, billing and / or any other criteria within this proposal. Customer has read and understands all Warranty, Terms & Conditions as well as Disclaimers. And Agrees to the \$0.00. At completion of the listed work the customer agrees to pay \$0.00 Customer also agrees that time is of the essence concerning when payment is due. Payment terms are C.O.D. Payment is due upon completion. This job is being completed by Keelan Taylor To view the Warranty, Terms and Conditions and Disclaimers [click here](#)

8/16/2024

# Go Green Plumbing, Heating and Air.

Warranty, Terms and Conditions, Disclaimers.

## Warranty:

Go Green Services, LLC (DBA Go Green Plumbing, Heating and Air) shall warranty all of its labor & materials for one (1) full year from the date of completed installation, excluding any issue or problem related to vandalism, misuse, abuse, neglect and acts of God, or other like causes outside of its control. Go Green Services, LLC (DBA Go Green Plumbing, Heating and Air) reserves the right to make changes to said warranty at any time, including, but not limited to, expanding or limiting the protections provided by warranty, if such changes are in writing and signed by all parties thereto. This warranty supersedes any and all express or implied warranties, via contract, law, or equity, unless otherwise specifically agreed to in writing by all parties thereto.

- **Memberships:** Membership accounts owners shall be given a total of 3 years warranty for labor and materials, from the date of the original installation.  
\* Membership dues must be current and paid during the entirety of the 3 year warranty, any subsequent lapse in membership dues shall deem the extended warranty void, and shall reset said warranty to 1 year from the completion date.  
\*\* Members must ensure that they make themselves available for annual visits for servicing of equipment and / or checks, as Go Green Plumbing, Heating and Air must ensure all systems and equipment are running and serviced as intended and required in order to maintain extended warranties.
- **Sewer Line Replacements (Exterior):** Go Green Services, LLC (DBA Go Green Plumbing, Heating and Air) shall warranty all of its labor & materials for twenty five (25) full years from the date of completed installation on new and replacement sewer lines, excluding any issue or problem related to vandalism, misuse, abuse, neglect and acts of God, or other like causes outside of its control. Go Green Services, LLC (DBA Go Green Plumbing, Heating and Air) reserves the right to make changes to said warranty at any time, including, but not limited to, expanding or limiting the protections provided by warranty, if such changes are in writing and signed by all parties thereto. This warranty supersedes any and all express or implied warranties, via contract, law, or equity, unless otherwise specifically agreed to in writing by all parties thereto.
- **Water Service Line Replacements (Exterior):** Go Green Services, LLC (DBA Go Green Plumbing, Heating and Air) shall warranty all of its labor & materials for ten (10) full years from the date of completed installation on new and replacement water service lines, excluding any issue or problem related to vandalism, misuse, abuse, neglect and acts of God, or other like causes outside of its control. Go Green Services, LLC (DBA Go Green Plumbing, Heating and Air) reserves the right to make changes to said warranty at any time, including, but not limited to, expanding or limiting the protections provided by warranty, if such changes are in writing and signed by all parties thereto. This warranty supersedes any and all express or implied warranties, via contract, law, or equity, unless otherwise specifically agreed to in writing by all parties thereto.
- **Unpaid Invoices:** Go Green Plumbing, Heating and Air reserves the right to refuse warranty service to any customer whom has an open, late and / or unpaid balance that is due.
- **Hours Of Operation:** Go Green Plumbing, Heating and Air reserves the right to perform warranty service during normal business hours, upon request of an afterhours warranty claim, after hours dispatch fees and / or charges may apply.
- **Invalid Claims:** Go Green Plumbing, Heating and Air reserves the right to charge dispatch fee's, costs of repair, diagnostic fees and / or other related charges if a warranty claim is made that is not valid, and / or said warranty claim is due to vandalism, misuse, abuse and acts of God, or other like causes. Customer agrees to be held responsible for all said fee's and / or charges upon an invalid request for warranty service.
- **Drain Line Stoppages:** Go Green Plumbing, Heating and Air cannot guarantee drain line stoppages due to too many variables, unless a camera inspection is performed and the drain in question is shown to be in good working condition. Drain lines that are found to be in good working condition will be warranted with a 30-Day guarantee from the date of service, excluding any issue or problem related to vandalism, misuse, abuse, neglect and acts of God, or other like causes outside of its control.
- **Water Quality:** Go Green Plumbing, Heating and Air does not warranty failures, damages, required maintenance and / or servicing of products and / or materials due to water quality issues, unless water quality has been tested and conditioned by a system that Go Green Plumbing, Heating and Air itself has recommended, installed and maintained, within the normal warranty period in which Go Green Plumbing, Heating and Air has offered. Screens, valves, checks, pipe, fittings and / or any other parts or systems that Go Green Plumbing, Heating and Air has installed shall not be covered under any such warranty if found to be damaged, clogged, plugged, tarnished, restricted and / or fouled by

## Terms & Conditions:

- **Deposits:** Go Green Plumbing, Heating and Air typically does not require any deposits and / or money up-front. Payment is due upon completion (C.O.D. / Net 0), unless otherwise specified.
- **Credit Cards:** Go Green Plumbing, Heating and Air reserves the right to add an additional 3.5% to invoices of \$7500 or more paid by credit card.
- **Progress billing** may occur based on the size and scope of work and shall be due upon completion of each of the said portions (Typically jobs in duration of 3 days or more, or where multiple inspections must occur). No further work or warranty service shall be performed until all due invoices are paid in full.
- **Collection Expenses:** Customer agrees to pay all costs associated with enforcing this agreement and/or all costs of collection, including court costs, expenses and reasonable attorney's fees.
- **Late Fees:** 1.5% finance charge or \$35.00 late fee (Whichever is greater) shall be added after 30 days and again at each 30 days thereafter.
- **Returned Checks:** Returned check fees shall be the responsibility of the payee and shall be charged at a minimum of \$50.00 per returned check.
- **Cancellation:** Upon cancellation of a signed proposal, buyer understands that special order materials, freight charges, and restock fees shall be due and paid in full if applicable.
- **Retainage:** Customer agrees to not withhold any retainage or money due between billing cycles or final invoices.

## Disclaimers:

- Go Green Plumbing, Heating and Air (Go Green Services, LLC) reserves the right to use any photograph and / or video taken during any project, repair, evaluation and / or estimate, without the expressed written permission of those included within the photograph and / or video. Go Green Plumbing, Heating and Air may use the photograph and / or video in publications or other media material produced, used or contracted by Go Green Plumbing, Heating and Air, including but not limited to: brochures, invitations, books, newspapers, magazines, television, websites, review sites, reviews and / or social media sites, etc.
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- All communications with Go Green Plumbing, Heating and Air or employee's of Go Green Plumbing, Heating and Air may be recorded, reused, copied, published, and made public at the sole discretion of Go Green Plumbing, Heating and Air. Customer understands that said communication may become public knowledge and may aid Go Green Plumbing, Heating and Air in recovering fees, amounts due, disputes, defense and / or legal action where it deems necessary.