

This document certifies that

***Ciana Srl
Roma, ITA***

Is a Regular Member in good standing for the year

07/01/2020 – 06/30/2021

Member Since – 9/19/2014



And has agreed to conduct its air duct cleaning business in accordance with the following mandatory Code of Ethics:

1. We will serve our customers with integrity and competence.
2. We will perform our work using source removal methods, in accordance with ACR, the NADCA Standard (current version).
3. We will be honest and forthright in our advertising and marketing.
4. We will provide our clients with accurate inspections and evaluations of the cleanliness and physical condition of their HVAC systems, using this information to determine the type of cleaning and maintenance services required, if any.
5. We will provide only necessary and desired services to our clients, and will not use furnace/air duct cleaning as a means of selling unnecessary or unwanted products or services.
6. We will provide services only after completing the necessary bonding and licensing procedures.
7. We will stay abreast of new developments in technology, tools of the trade, building codes, the Uniform Mechanical Code, and any other codes or information that directly affect our work.
8. We will require that all employees of our firm practice furnace/air duct cleaning in accordance with NADCA guidelines and the NADCA Code of Ethics.
9. We will perform our services in accordance with the current published standards of the association.

The NADCA Ethics Committee shall hear and investigate charges of unethical or illegal conduct between concerned parties, and will make recommendations to the Board of Directors concerning the resolution of those charges.

A handwritten signature in black ink, appearing to read "Mack Zuzewy".

NADCA President

A handwritten signature in black ink, appearing to read "Juli Paraujo".

NADCA Chief Executive Officer

NADCA

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