

# Service Agreement

FOR SERVICE CALL 833-9706-9707



701 E. SIX FORKS RD., RALEIGH, N.C. 27609

*and*

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COVERING THE  
AIR CONDITIONING, HEATING  
AND  
AIR FILTRATION SYSTEM

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Agreement Number

## **Additional Terms and Conditions**

1. Any alterations, additions, adjustments, or repairs made by others, unless authorized or agreed upon by this contractor, will be cause to terminate our obligation under this agreement.
2. Repairs necessitated by fire, flood, acts of God, abuse or the improper use of equipment listed will be the sole responsibility of the owner and are not covered by this agreement.
3. This agreement does not cover any work or changes which might at some future date be required by government regulations, codes or insurance company needs or requirements.
4. This agreement includes all control wiring between indoor and outdoor units and the thermostat, and power wiring and controls within the units. NOT included are external power wiring, circuit breakers and disconnects supplying electrical service for the units.
5. While this agreement covers all functional components of the air conditioning system, it does not cover ductwork, structural supports or other sheet metal components which may deteriorate due to corrosion or rust.
6. NEITHER PARTY to this agreement shall hold the other responsible for any indirect or consequential damages of a commercial nature such as, but not limited to, loss of revenue or loss of use of any equipment or facilities.
7. The Contractors maximum liability based upon any claim or cause of action shall not exceed the yearly contract price of this agreement.
8. Payment for this agreement will be net upon receipt of invoice. The Contractor offering this agreement reserves the right to discontinue service any time payments have not been made as agreed.
9. This agreement may be terminated by either party upon 30 days written notice. A refund for the remaining contract period will be made on a prorate basis, with deduction for work already completed.
10. It is the homeowners responsibility to call and schedule fall/spring service. After receiving notification from the contractor that its time to schedule the maintenance.
11. There is no refund resulting from customers failure to schedule fall/spring services.

### **Special Terms and Conditions**

Customer Initial \_\_\_\_\_

## Coverage Provided Under Agreement

### PREVENTIVE MAINTENANCE INSPECTIONS, \_\_\_\_\_ ANNUALLY

Is hereby agreed that we will provide a qualified technician to inspect your air conditioning and heating system for proper operation to ensure that it is the best possible condition for the oncoming cooling or heating season. Deficiencies found at that time will be called to customer's attention and if authorized will be repaired at additional charge as detailed below. Inspections will include:

- |  |   |
|--|---|
| a. Inspecting and cleaning filters as needed.        | g. Checking and cleaning condensate drainage system within unit as needed |
| b. Check refrigerant pressures.                      | h. Ensuring that electrical controls are working properly.                |
| c. Tightening electrical connections.                | i. Cleaning either indoor or outdoor coils, as needed.                    |
| d. Check for proper voltage and amp draw.            | j. Check heating operation including ignition sequence,                   |
| e. Oiling and greasing motors, if required.          | Safety controls, and pilot performance, if applicable.                    |
| f. Checking belts for proper condition and tensions. |   |

### PREVENTIVE MAINTENANCE CHARGES

Preventive Maintenance customers will be charged half off the current diagnostic trip charge for no a/c and heat calls. Diagnostic trip charges will be waived for spring and fall services.

We will change customer provided filters at time of Preventive Maintenance visits. Contracts do not cover the cost of filters.

### LABOR COVERAGE

**Half off the normal diagnostic charges, includes weekends, holidays & after hours.**

It is agreed that we will provide such labor as may be required to keep the air conditioning and heating equipment, as listed, in proper working order and to perform emergency repairs, during normal working hours.\*

\*There will be a 125.00 per hour charge for all repair labor scheduled after normal working hours.

### PARTS COVERAGE

Replacement parts listed below will be billed at a 15% discount from normal retail prices:

|                             |                        |                     |
|-----------------------------|------------------------|---------------------|
| Condenser fan motor         | Condenser coil         | Gas valve           |
| High & Low pressure control | Thermostat base        | Reversing valve     |
| Expansion valve             | Start devices          | Transformer         |
| Relays                      | Restart delay controls | Electrical controls |
| Contactors                  | Blower motors          | Pilot safety        |
| Refrigerant                 | Thermostat             | Pilot burner        |
| Overloads                   | Blower bearings        | Thermocouple        |
| Evaporator coil             | Blower shaft & wheel   | Compressor          |

### PARTS AND LABOR LIMITATIONS

Compressors and Heat Exchangers will be supplied and installed to the extent of the original equipment manufacturer's warranty. Out of Warranty Compressors and Heat Exchangers will be billed at our normal rate but with an additional 15% discount for preventive maintenance customers.

This service agreement is acknowledged and the above services agreed to by:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

