



HEATING & COOLING, INC.

Gas • Electric • Heat Pump

# Preferred Maintenance Agreement

205 West Main Street

Jamestown, NC 27282

Phone: 336-454-5786 • Fax: 336-454-5887

Email: ContactUs@YourAbsoluteComfort.com

www.YourAbsoluteComfort.com

## Proposal For: Equipment Location (if different than homeowner address):

Name:	Tenant:
Address:	Address:
City: <span style="float: right;">Zip:</span>	City: <span style="float: right;">Zip:</span>
Home Phone:	Site Phone:
Mobile Phone:	Authorized Person:
Email Address:	Pre-Approval Repair Amount: \$

## Benefits of Planned Maintenance:

- Peace of mind
- Automatic, regular inspection service
- Preferential emergency service scheduling
- Potential problems are spotted before trouble and major expense occur
- Lubricating, adjusting, and cleaning keep your heating and cooling system running at peak, trouble-free efficiency
- Lower fuel bills
- 10% discount on additional repair

## Maintenance Plan:

Select a Plan: **A B C D EAC H** (see other side for more information)

Number of Service Inspections: \_\_\_\_\_ Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

We will inspect your equipment as marked above during normal working hours. The cost per year will be \$ \_\_\_\_\_, payable yearly in advance, for \_\_\_\_\_ systems. Filters \_\_\_\_\_

## Equipment Covered:

Make:	Model:	Serial #:	Inst. Date:
Make:	Model:	Serial #:	Inst. Date:
Make:	Model:	Serial #:	Inst. Date:
Make:	Model:	Serial #:	Inst. Date:

- The services outlined in this agreement will be performed during normal business hours, Monday - Friday.
- Repair service requested by customer will receive a 10% discount.
- Payment for maintenance inspections per this agreement will be prepaid. Additional repair charges necessary to correct defects discovered by this inspection are C.O.D.
- All breakdown/repair calls are subject to a diagnostic charge.
- Emergency service diagnostic after hours will be charged at overtime rates.
- **Repair service and replacement parts are guaranteed for one year from the date of repair.**
- **When calling for service, please identify yourself as a Preferred Customer.**

## Company Representative: Homeowner:

By:	By:
Date:	Date:

# *We Provide the Service Plan Your Equipment Needs*

## **Plan A Gas Furnace – Fall or Winter**

- Clean and adjust automatic controls
- Clean burners and flame sensor
- Adjust combustion for optimum fuel efficiency
- Lubricate as needed
- Check condition of heat exchanger
- Test safety shut-off response
- Check blower belt wear, tension, and alignment
- Check the flue for satisfactory operation
- Check safety devices
- Check air flow
- Check filter

## **Plan B Air Conditioner – Spring or Summer**

- Clean condenser coil and evaporator coil if necessary
- Check electrical connections for tightness
- Check safety devices
- Check condenser motor and blower motor
- Check refrigerant level and coil temperature for maximum efficiency
- Check and clear condensate drain
- Lubricate as needed
- Check air flow
- Check filter

## **Plan C Heat Pump – Twice a Year (Anytime)**

- Lubricate as needed
- Check defrost cycle and reversing valve operation (winter only)
- Check air flow
- Check electrical connections for tightness
- Check condenser motor and blower motor
- Test electrical controls for proper operation
- Check amperage draw of auxiliary heat (winter only)
- Check refrigerant level and coil temperature for maximum efficiency
- Check condensation drain
- Clean indoor and outdoor coil if necessary
- Check filter

## **Plan D Electric Furnace – Fall or Winter**

- Clean and check automatic controls
- Check all wiring for loose connections and condition of insulation
- Check supply voltage
- Check amperage draw of heating elements
- Lubricate as needed
- Test safety shut-off response
- Check blower motor
- Check air flow
- Check filter

## **Plan EAC – Electronic Air Cleaner**

- Clean air cleaner and check operation

## **Plan H – Humidifiers**

- Change pad/nozzle and check operation

## **Conditions**

We agree to:

- Inspect the equipment on a scheduled basis as shown, and during each inspection perform the applicable services per above checklist.
- Instruct you in the operation of the equipment.
- Give our service contract holders preference over all the other service activity normally undertaken by us.

You agree to:

- Operate the equipment according to our instructions.
- Promptly notify us of any unusual operating conditions of the equipment
- Have filters available for technician

## **General Conditions**

During the term of the agreement, we will take all reasonable precautions to avoid injury to persons and damage to property while on the premises, but we shall not be liable for any special or consequential damages. We shall not be liable for losses or defects arising out of vandalism, fire, flood, wind, war, riots, and acts of God. In such cases, the customer shall be charged for the parts and labor involved at the then-current price for such repairs. No such parts or labor shall be furnished, however, without authorization from the customer.

## **IF YOUR HEATING AND AIR CONDITIONING SYSTEM FAILS TO OPERATE:**

1. Be sure thermostat is set on "Heat" or "Cool" as needed, and set properly.
2. Check all switches, fuses, and circuit breakers to be sure there is electricity to the unit.
3. Check filters to be sure they are not clogged.
4. Be sure the gas is on.