

909 McPhaul Street \* Austin, Texas 78758-4107 \* (512) 467-2689 \* Fax (512) 467-2699

**RESIDENTIAL PREVENTIVE MAINTENANCE SERVICE AGREEMENT-PRIORITY-ONE PLAN**

Customer name:		Date of Contract:	
Address:		Zip code:	AUSTIN, TEXAS
Phone numbers:	HOME: _____	CELL: _____	EMAIL (for reminders): _____

<u>EQUIPMENT TO BE SERVICED (to be completed by technician)</u>	
<b>SYSTEM #1 (location):</b>	<b>MAKE:</b>
Condenser: Make & Model # _____	Serial #: _____
Evaporator Coil: Make & Model # _____	Serial #: _____
Furnace: Make & Model # _____	Serial #: _____
<b>SYSTEM #2 (location):</b>	<b>MAKE:</b>
Condenser: Make & Model # _____	Serial #: _____
Evaporator Coil: Make & Model # _____	Serial #: _____
Furnace: Make & Model # _____	Serial #: _____
<b>SYSTEM #3 (location):</b>	<b>MAKE:</b>
Condenser: Make & Model # _____	Serial #: _____
Evaporator Coil: Make & Model # _____	Serial #: _____
Furnace: Make & Model # _____	Serial #: _____

**AGREEMENTS**

The following is a list of **Recommended Routine Preventive Procedures.**

Keep in mind, some items listed may not apply to your systems).

**OPTION A: SEASONAL INSPECTION:**

Items necessary for equipment to operate in cooling mode are completed **with our spring service**, while items necessary for equipment to operate in heating mode are completed **with our fall service**.

**OPTION B: ANNUAL INSPECTION:**

A FULL SYSTEM (heating & cooling) SERVICE is completed **once per year with our annual system check up.**

- Oil Blower Motor & Lubricate Moving Parts per Manufacturer Specifications.
- Clear Condensate Line (s).
- Check Thermostat Operations and advise customer of unit condition.
- Replace Customer Provided Filter(s) (2200/2400 Space Guard Filters Available)
- Tighten Electrical Connections & Tighten Belts (if applicable) Notify Customer If Replacement Is Needed
- Check Heat Strip Operation & Clean Strips, If Necessary
- Adjust & Clean Pilot (Notify Customer if Assembly Must be Pulled)
- Check Burner Operation & Clean/Remove Rust
- Conduct Carbon Monoxide Test & Gas Leak Test
- Seal Any Penetrations Found at Plenum or Coil Box
- Confirm Adequate Air Flow Through Condenser Coil
- Clean Condenser (basic) & Check Evaporator Change in Temperature. (Extensive Condenser Coil Clean Available)
- Check Refrigerant Levels (Low Levels Denote A Leak or Require Leak Detection Testing) (Add'l Refrigerant Not Included)
- Upgrade Outside Line Insulation As Needed
- Provide Written Diagnostic Report to Homeowner Re: Equipment Performance and Care Recommendations

**OUR GUARANTEE TO YOU**

All service labor will carry a 30-day guarantee, unless specifically denied on the work order/invoice. This labor guarantee applies only when service is performed by a Totally Cool / City Conservation employee and the service was performed as a result of a recommendation by Totally Cool / City Conservation. Parts used by Totally Cool / City Conservation carry a manufacturer's warranty and it applies in all cases. Totally Cool / City Conservation will warranty its labor on the part for 30 days unless specifically denied in writing prior to the installation of the part(s) in question.

## Contract Pricing

### One System

- 1-Year \$150**  
(1 Spring & 1 Fall)
- 2-Year \$270**  
(2 Spring & 2 Fall)
- 3-Year \$360**  
(3 Spring & 3 Fall)

### Two Systems

- 1-Year \$280**  
(1 Spring & 1 Fall/each system)
- 2-Year \$500**  
(2 Spring & 2 Fall/each system)
- 3-Year \$670**  
(3 Spring & 3 Fall/each system)

### Three Systems

- 1-Year \$365**  
(1 Spring & 1 Fall/each system)
- 2-Year \$650**  
(2 Spring & 2 Fall/each system)
- 3-Year \$875**  
(3 Spring & 3 Fall/each system)

### CUSTOMER BENEFITS

- **10% Discount** off of LABOR, PARTS REPLACEMENT, & EQUIPMENT  
*(filters, refrigerant, and complete system replacement not included)*
- Service Contract Ensures Substantial Savings on your Annual Service & Repair costs.
- **Priority Scheduling** for Service Agreement customers vs. non-service agreement customers
- No additional Trip (Travel) Charge for Preventive Maintenance Visits
- A Complete **Service History Record** is Available to you upon Request.
- **This Contract is Transferable** by sale of this home. The new homeowner will have the added protection of this contract, until its natural expiration date. Service Agreements are non-refundable after 10 days from the contract date.
- A Service Contract Provides Proper Routine Equipment Maintenance, Which Enhances the Overall Life of your system(s) and its efficiency.

### TERMS OF AGREEMENT

Service Agreements must be PAID IN FULL to be considered "ACTIVE"

Customer agrees to operate system equipment according to the Manufacturer's instructions

Customer promises to promptly notify Totally Cool / City Conservation/Jay's AC/Eastland Service, if, at any time unusual operating conditions are experienced.

Customer is advised to contact our office to schedule seasonal or annual system check-ups.

If the customer allows any other persons or companies to service, or otherwise work on, the contracted equipment, this Priority One Customer Service Agreement will become void.

You may cancel your contract within 10-days of execution with written notice to Totally Cool / City Conservation/Jay's AC/ Eastland Service Co. After this period, Service Agreements are **NON-REFUNDABLE**.

This contract does not guarantee that you will not experience a system problem during the length of this service agreement.

Service calls to remedy these unforeseen problems are available to you on a "**priority basis**".

Please remember that requests for service or repair are not part of your maintenance agreement, although we offer a 10% discount on any service or repairs, **excluding refrigerant & filters**.

Additionally, we are not liable for any problems that occur with water damage or mold issues caused by clogged drain lines or rusted drain pans.

**By signing below, I agree to the Terms & Conditions set forth in this contract.**

Customer Printed Name: \_\_\_\_\_

Customer Signature: **X** \_\_\_\_\_

Contract Amount: \$ \_\_\_\_\_ Contract Type:  Seasonal  Annual

#### **INSTRUCTIONS:**

**PLEASE MARK YOUR PREFERRED TERM IN ONE OF THE BOXES ABOVE, SIGN WHERE INDICATED & RETURN TO US, ALONG WITH YOUR PAYMENT. IF YOU PREFER TO PAY VIA CREDIT CARD, PLEASE CALL 512/467-2689.**

### **FOR OFFICE USE ONLY**

Mailed copy to customer	<input checked="" type="checkbox"/>	Payment received	<input type="checkbox"/>	Includes:
Signed copy received	<input type="checkbox"/>	Invoice created	<input type="checkbox"/>	
Customer profile/software	<input type="checkbox"/>	Reminder notices	<input type="checkbox"/>	Contract expires / 10% discount through _____

Paid by: Check  Ck # \_\_\_\_\_  CC# \_\_\_\_\_ Approval Code: \_\_\_\_\_