

# RESIDENTIAL PREVENTATIVE MAINTENANCE



RIVER CITY HEATING AND AIR CONDITIONING L.L.C.

507-454-7689

*Whatever It Takes.*

WWW.RIVERCITYHEATING.COM

## ANNUAL MAINTENANCE PLAN BENEFITS

Having annual maintenance performed on your heating and cooling system has many benefits. Regular maintenance and cleaning will ensure that your system is operating at peak efficiency. And, if there is a minor problem, it can be corrected before it becomes a costly repair.

By signing up for annual maintenance, you won't need to call us to schedule, we will call you. In addition to maintaining your system efficiency and prolonging its life, our annual maintenance plan has even more added benefits. Such as, not paying any additional fees for after hours service, guaranteed same day emergency service, and our one month no failure guarantee. If your equipment has a part failure within one month of your service visit, **that was not noted as a concern or recommended for replacement**, we will replace the part at no cost to you. Every year that you have maintenance performed, you will also receive \$25 in purchase accrual dollars. This money can be used toward the purchase of a new heating and/or cooling system when it is time to replace or upgrade your system.

Our maintenance plans are **non-binding and can be cancelled at any time**. If services have been performed, payment will be collected at cancellation. If payment has been made for services not yet performed, a refund or account credit will be issued.

## ANNUAL PREVENTATIVE MAINTENANCE PLAN

- |                                  |   |  |
|----------------------------------|---|--|
| • 20 POINT SYSTEM INSPECTION*    | • VACUUM AND WAX CABINET                      | • NO AFTER HOURS FEE FOR EMERGENCY SERVICE |
| • WRITTEN INSPECTION REPORT      | • CHEMICALLY CLEAN INDOOR AND OUTDOOR COILS** | • GUARANTEED SAME DAY EMERGENCY SERVICE    |
| • REPLACE 1" FILTER              | • ADD DRAIN PAN CLEANING TABLETS              | • 1 MONTH NO FAIL GUARANTEE                |
| • CLEAN BURNERS AND FLAME SENSOR | • CLEAN CONDENSATE TRAP                       | • SERVICE RENEWAL REMINDER                 |
|                                  |   | • \$25 PER YEAR PURCHASE ACCRUAL           |

### ANNUAL COST OF MAINTENANCE PLAN\*\*\*

\$18.50 / PER MONTH

\*BLOWER WHEEL CLEANING IS A STAND ALONE SERVICE AND IS RECOMMENDED ON AN AS NEEDED BASIS

\*\* INDOOR COIL IS CLEANED WITHOUT REMOVING FROM SYSTEM. REMOVING THE COIL FROM SYSTEM IS A STAND ALONE SERVICE AND WILL BE RECOMMENDED ON AN AS NEEDED BASIS

\*\*\* CUSTOMERS WITH MULTIPLE COMPLETE SYSTEMS INSTALLED IN THEIR HOME RECEIVE A 20% DISCOUNT ON ADDITIONAL SYSTEMS

## MAINTENANCE PLAN PURCHASER INFORMATION

NAME			EQUIPMENT LOCATION (IF DIFFERENT)		
STREET ADDRESS			STREET ADDRESS		
CITY	STATE	ZIP	CITY	STATE	ZIP
PHONE			PHONE		
EMAIL					

## EQUIPMENT COVERED—OUR SERVICE TECHNICIAN WILL GET THIS INFORMATION AT TIME OF SERVICE

EQUIPMENT TYPE	MODEL NUMBER	SERIAL NUMBER	APPROXIMATE AGE	FILTER SIZE



WE EMPLOY  
NATE-CERTIFIED  
TECHNICIANS



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AGREEMENT CONDITIONS
<p>We agree to:</p> <ol style="list-style-type: none"><li>Inspect the equipment on a scheduled basis as shown, and during each inspection perform the applicable services per the outlined maintenance plan.</li><li>Instruct you in the operation of the equipment.</li><li>Give our service contract holders preference over all other service activity normally undertaken by us.</li><li>Keep you informed of available enhancements throughout the life of your system.</li></ol> <p>You agree to:</p> <ol style="list-style-type: none"><li>Operate the equipment according to our instructions.</li><li>Promptly notify us of any unusual operating conditions of the equipment.</li><li>Permit only our service personnel and/or a service organization authorized by us to work on the equipment.</li></ol> <p>General:</p> <ul style="list-style-type: none"><li>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.</li><li>We shall not be liable for losses or defect 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.</li><li>Repair and/or replacement parts necessary to correct defects will be the responsibility of the purchaser and will be an additional charge due and payable at the time of service.</li><li>The term of this agreement shall not be renewed without prior notification.</li><li>In the event of cancelation, all services and benefits rendered under this agreement shall equal payments received.</li><li>Refunds are available upon cancellation after review of services and benefits received.</li><li>Agreement and benefits are transferable to new homeowners or new residence within our service area with prior notice.</li><li>When transferred to new home, equipment is subject to qualification and must be brought up to our maintenance standards.</li><li>Notification of any price changes will be sent by mail in advance of anniversary date.</li><li>The services outlined in this agreement will be performed during our normal working hours.</li></ul> <p>Customer Initials_____</p>

PURCHASE ACCRUAL CONDITIONS
<ul style="list-style-type: none"><li>Purchase Accrual can be used toward the purchase of any qualifying heating and/or air conditioning system or accessories.</li><li>Purchase Accrual cannot be used toward the purchase of sheet metal work or repairs to existing equipment.</li><li>Purchase Accrual cannot be redeemed for cash value.</li><li>Client must remain on Protection Plan continuously without lapse to retain Purchase Accrual.</li></ul>

PAYMENT OPTIONS																
<div><input type="checkbox"/> ANNUAL PREPAID BILLED JAN 1<sup>ST</sup></div> <div><input type="checkbox"/> MONTHLY BILLING ON 1<sup>ST</sup></div>																
I UNDERSTAND THAT UPON SIGNING UP FOR THIS PREVENTATIVE MAINTENANCE CONTRACT AN AUTOMATIC CHARGE WILL BE APPLIED ON A CREDIT CARD OR DEBIT CARD ON THE AGREED DATE.																
<div><input type="checkbox"/> MONTHLY PAYMENT    \$18.50/ per month</div> <div><input type="checkbox"/> AMOUNT IN FULL        \$222/ per year</div>	<div>PREFERRED MONTH FOR SERVICE VISIT*</div> <table><tr><td>COOLING —</td><td>APR</td><td>MAY</td><td>JUN</td><td>JUL</td><td>AUG</td><td>SEP</td></tr><tr><td>HEATING —</td><td>SEP</td><td>OCT</td><td>NOV</td><td>DEC</td><td>JAN</td><td>FEB</td><td>MAR</td></tr></table> <p><small>*WE MAY NOT BE ABLE TO GUARANTEE SELECTED MONTH AS SPACE IS LIMITED IN EACH MONTH. HOWEVER BY MAINTAINING ANNUAL SERVICE AT THE SAME TIME EACH YEAR, IT IS NOT NECESSARY FOR MAINTENANCE TO BE PERFORMED PRE SEASON.</small></p>	COOLING —	APR	MAY	JUN	JUL	AUG	SEP	HEATING —	SEP	OCT	NOV	DEC	JAN	FEB	MAR
	COOLING —	APR	MAY	JUN	JUL	AUG	SEP									
	HEATING —	SEP	OCT	NOV	DEC	JAN	FEB	MAR								

ACCEPTANCE OF MAINTENANCE PLAN	
PURCHASER SIGNATURE	DATE
RIVER CITY HEATING AND AC REPRESENTATIVE SIGNATURE	DATE