



J.A. Smith

HEATING & AIR CONDITIONING, INC.

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One Year Service Agreement for Heating and Air Conditioning Equipment

Don't let your heating and
air conditioning system suffer from
lack of maintenance,
or you may be left without heating
or cooling when you
need it the most.

PA 004459
NJ 13VH05399300



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BENEFITS OF PLANNED SERVICE

All units need biannual service checks to paint rusting parts, clean dirty filters, clean dirty drains, monitor contact wear and refrigerant charge. Left neglected, minor problems can greatly reduce equipment life and greatly increase utility bills and repair costs. In addition, all manufacturers extended parts warranties are contingent on preventative maintenance being performed. To get maximum comfort and equipment life, and keep utility costs at a minimum, enroll in one of our three maintenance agreements today.

- Preventative maintenance servicing of your unit twice a year in spring and fall. Note: Sometimes a situation arises due the timing of your initial contract purchase where your owed service check(s) are performed prior to the start of the next season. If this occurs we will adjust your renewal date to avoid missing a service check.
- Guaranteed priority service during peak service periods.
- Extends unit life.
- Reduces utility costs.
- Permits part wear to be monitored so worn parts can be replaced before they cause loss of equipment use, more damage, and costly repair bills.
- Peace of mind to know that your system is operating safely, is not going to suffer a preventable part failure and that your utility bills will be as low as possible.
- We guarantee that we will adhere to all the provisions recycling of CFC and HCFC refrigerants. Any fines for violations of the Act will be our responsibility, not yours.
- Discounts on all options or system installation upgrades.
- Insures that all required maintenance is being performed for any equipment with extended warranties. (Manufacturers can void extended warranties if not maintained)

Comfort options available:

- Humidifiers
- Radiant floor heating systems
- Electronic air cleaner and high efficiency filters
- Gas fireplaces
- Zoned duct systems

Efficiency options available:

- Electronic clock thermostats
- Attic fans
- Heat Pump Comfort controls

Other work performed:

- Water heater replacements
- Household electric repairs
- Selected plumbing repairs
- Dryer vent cleaning

All service checks are performed during normal working hours, Monday through Friday, 8:30 AM to 4:30 PM. If for any reason you request work to be done beyond normal hours, you agree to pay the difference between regular and overtime rates.

Spring checks are scheduled from March 1 to June 30, fall checks from September 1 to December 31. **You must call us for an appointment to let us know which day of the week you will be home.** Your heating and air conditioning unit must be checked inside and out each season. All service companies experience peak periods of breakdown in summer and winter, during which more calls come in than can be handled. During such periods, our service agreement customers get priority service. We handle emergencies according to the severity of the problem.

Any repair not covered under the agreement is expected to be paid in full upon completion of the call, or a \$10 billing fee will be added to the invoice.



Bronze (#1) Maintenance Agreement

Coverage

- Includes two service checks, spring and fall, we will:
 - Check and lubricate all motors if needed.
 - Check all electrical connections and controls.
 - Check refrigerant level and unit efficiency.
 - Check defrost cycle and controls.
 - Check coils for clean heat transfer surfaces.
 - Check compressor operation.
 - Paint rusting parts.
 - Check vent pipe and draft diverter.
 - Check and clean humidifier, and replace the pad.
 - Check combustion and flame safety controls. (furnaces)
 - Check fuel supply and filters.
 - Check heat exchanger and carbon monoxide level.
 - Clean out condensate drain, pumps, and pan.
 - Check thermostat for accuracy and calibration.
 - Check for incorrect humidity levels.
 - Replace filters (filters supplied by customer) / clean and check air cleaners.
 - Includes oil burner cleanout for systems with oil heat.
- Parts and labor needed to repair any defect will be charged.
 - No minimum service charge or emergency service fee will be charged, only our actual labor rate.
 - Deficiencies will be noted at the time of inspection and repairs quoted. Failure to repair will result in a minimum service charge if lack of repair results in a service call.
- Secondary or consequential damages are not covered.
- Additional labor needed to find refrigerant leak. (Leak check is not covered).

Note: We will change humidifier pads once a year.



Silver (#2) Maintenance and Labor

Coverage:

- This is the same as the bronze agreement, except all labor to repair any defect to the heating and air conditioning system during normal business hours,
- Labor required to perform HCFC recycling is included.
- As an added service, we can make certain repairs to heat pumps and air conditioners from the outside if you are unable to be home. This results in faster service and convenience for you.
- A 5% discount will be issued on renewal agreement. If no additional service was required during the year, an additional 5% discount will be included in your pricing.
- Includes humidifiers- covers cleaning of housing and changing pad. Labor to replace parts.
- Hot water heaters. (IF OPTION IS TAKEN)

Note: This discount is already calculated in your renewal price.



Gold (#3) Maintenance, Labor and Parts

Coverage

- This is the same as the Bronze and Silver agreements except parts are included. We will obtain parts from the best source as fast as possible, but we make no guarantee on the availability of any parts. Parts will not be replaced for cosmetic reasons under this agreement. The labor and the recycling machine charges required to recycle HCFC are totally covered by this agreement.
- Hot water heaters, covers labor to replace thermostats and elements. Does not cover replacement of tank.

Exclusions and Conditions

Exclusions: Secondary or consequential damages are not covered

- Units must be in good working condition prior to contract being issued. Cost to bring unit up to "good working condition" is not covered by contract. We are not responsible for any problems that occurred before the agreement date takes effect. Repairs to preexisting conditions will be billed at a normal rate less service charge.
- After hours 7 PM to 7 AM or weekends and holidays, unless it is an emergency. 24-hour emergency service on "no heat" calls, provided 55 degrees can not be maintained at the thermostat. "No cooling" calls when cooling is a documented health necessity. Please enclose a letter from your doctor with this application. Or if temperatures does not go below 85 degrees
Note: Condensate leaks in unfinished areas are not considered an emergency.
- Units that we have not serviced in the last year must be inspected before we can issue an agreement. **Pre inspection will be billed at a normal rate less service charge.**
- Repairs necessitated by fire, floods, freezing, electric or water interruption, acts of God, or the improper use of equipment, we will be the sole responsibility of the owner and are not covered by the agreement.
- Any damage other than normal "wear and tear". (I. E caused by vandalism, owner neglect, animal damage, dirty filters, tripped circuit breakers, or improper use of thermostat.
- Any problem that, in our opinion, is not the result of normal operation.
- Any repairs or alterations to the system made by others, unless authorized or agreed upon us in writing will terminate our obligation under this agreement.
- This agreement does not cover repairs to optional or external devices such as: thermostats, duct system, zoning systems, registers, circuit breakers, condensate drains and pumps, electronic air cleaners or parts outside the equipment proper,.
- Repairs to waterside problems on hydronic or geothermal heating or cooling systems. Water treatment or filtering is not included.
- Repairs necessitated by rust or corrosion.
- Any problem caused by the failure of the owner to operate the equipment according to our printed operating instructions.
- For all "after hours" service calls, a credit card number will be required for security as is will n ered. ot be possible to verify the type and coverage of your contract.
- Cosmetic damage such as, but not limited to scratches, dents, or rust. Non-functional parts such as, but not limited to plastic knobs, handles, trim, cabinets, or housing.
- Moving or raising of outdoor units.

Gold Exclusions:

In addition to the Silver agreement exclusions, the Gold agreement has the following exclusions:

- Compressors will be covered up to the 15th year providing that this agreement has been in effect for one year before claim is made. Compressors after the 15th year will be billed at our normal service rate with change-out labor supplied at no additional charge.
- Heat exchangers and aluminum coils have an extended warranty from the manufacturer, these parts are not covered by this agreement.
- Variable speed motors after manufacturer's warranty expires.
- Replacement of refrigerant line sets, fuses, or electrical wiring, batteries.
- Replacement of air filters, or water filters for geothermal systems (supplied by home owner).
- Refrigerant R-22 or R410A (not a part). Except when changing out a compressor or coil.
- Freight/shipping charges are not covered.

Cut out and return to:

J.A. Smith Heating and Air Conditioning Inc.

Return with check/credit card number

We accept cash, checks, MasterCard, Visa, and Discover

A \$20.00 service fee will be charged for any returned checks.

Name _____

Customer # _____

Address _____

City _____ State _____ Zip _____

Home # _____ Office # _____

Credit card: Type _____

Number _____ Exp _____

Number of systems covered by contract _____
(a system includes 1 heater and 1 A/C)

Check Agreement Desired:

Bronze \$ _____ Silver \$ _____ Gold \$ _____

Check Optional Coverage Desired:

Water Heater Coverage

Bronze \$ _____ Silver \$ _____ Gold \$ _____

Grand Total \$ _____

Issued by: _____

Date issued _____

I have read and understand the terms and conditions of this agreement.

Signed _____ Date _____