



# REAL CHILL

HEATING AND AIR CONDITIONING

## SERVICE AGREEMENT

This Agreement between Real Chill Heating, Air Conditioning and Refrigeration (hereinafter referred to as the Company) and the undersigned buyer (hereinafter referred to as the Customer) related to furnishing parts and labor for the repair of central heating and air conditioning equipment.

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

HOME PHONE \_\_\_\_\_ CELL PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

### GENERAL TERMS AND CONDITIONS

1. Prices quoted are for a residential single system. **Additional units within the same residence will receive a 20% discount on additional systems of equal or lesser value.**
2. If the system is in need of repair at the time of inspection, these repairs must be made prior to acceptance of contract. Repairs made will be charged at current labor and material prices.
3. It is agreed that all parts not covered by this service plan must be purchased from Real Chill Heating, Air Conditioning and Refrigeration.
4. All parts and/or labor under this plan will be covered with the following exclusions; thermostats, compressors, heat exchangers and coils. However, labor and related materials needed to replace or repair these parts will be covered.
5. This plan only covers labor and parts due to normal usage of equipment and does not cover repairs necessary by power failure, for, flood or other abnormal conditions beyond our control, nor does it obligate Real Chill Heating, Air Conditioning and Refrigeration for responsibility for secondary damages resulting from delays or failure to render service due to conditions beyond our control.
6. Real Chill Heating, Air Conditioning Reserves the right to decline acceptance of this service agreement after inspection of equipment is made by our Company representative.
7. Obligation to furnish replacement parts is subject to availability of parts from normal sources.
8. Contract holders receive priority service over non-contract holders. Condition of plans apply only during the normal work day of 8:00am to 4:30pm, Monday thru Friday. Saturdays, Sundays, and holidays will not be considered normal working days.
9. This plan may be terminated by written notice by either party, or shall otherwise remain in force for one year from date of acceptance. Service plans are transferable, but not refundable.
10. Air conditioning plans only apply during the months of April through October.
11. Flue pipe, chimneys, ductwork, water lines, and electrical service beyond equipment proper, as well as system failure caused by accessory devices are not covered by this agreement.
12. **Customer is responsible to call and schedule preventative maintenance prior to June 1 for Spring and November 1 for fall, and understands that 2 SAME season services cannot be performed within contract year.**

### PLANS AVAILABLE

- A. 1. Ducted System- Provide 2 seasonal preventative maintenance check-ups & 2 filter changes on equipment as needed. **\$150**
2. A/C w/ Gas/ Propane/ Oil Furnace ..... **\$165**
3. Heat Pump w/Gas/Propane/Oil Furnace ..... **\$225**
4. Ductless System- Provide 2 seasonal preventative maintenance check-ups & 2 filter cleanings on equipment as needed. .... **\$100 per Outdoor Unit with 1 Indoor Head. Each additional head is \$20**
- B. Provide 2 seasonal preventative maintenance check-ups on equipment. Furnish necessary **LABOR ONLY** for any needed repair to your heating or cooling system up to limitations of the plan under general terms and conditions..... **\$270**
- C. Provide 2 seasonal preventative maintenance check-ups on equipment. Furnish necessary **PARTS and LABOR** for any needed repair to your heating or cooling system. (Compressors, heat exchangers, thermostats and coils are excluded, however labor and related materials for these repairs will be covered by the plan, so long as the part is purchased from Real Chill Heating, Air Conditioning and Refrigeration as per the general terms and conditions)..... **\$380**
- D. Add on's: **(1) Humidifier parts and labor coverage \$35 (2) Air cleaner parts and labor coverage \$50**

Plan Chosen \_\_\_\_\_ Add- On's \_\_\_\_\_

### TO BE FILLED OUT BY TECHNICIAN:

Equipment to be covered/type \_\_\_\_\_

Outdoor Unit Make \_\_\_\_\_ Model # \_\_\_\_\_ Serial # \_\_\_\_\_

Indoor unit Make \_\_\_\_\_ Model # \_\_\_\_\_ Serial # \_\_\_\_\_ Cost \$ \_\_\_\_\_

Humidifier Make \_\_\_\_\_ Model # \_\_\_\_\_ Cost \$ \_\_\_\_\_

Air Cleaner Make \_\_\_\_\_ Model # \_\_\_\_\_ Cost \$ \_\_\_\_\_

**TOTAL CONTRACT COST \$ \_\_\_\_\_**

Accepted by \_\_\_\_\_ Date \_\_\_\_\_ & \_\_\_\_\_ Date \_\_\_\_\_

**Customer** \_\_\_\_\_ **Real Chill Technician** \_\_\_\_\_