



REAL CHILL

HEATING AND AIR CONDITIONING

SERVICE AGREEMENT

This Agreement between Real Chill Heating & Air Conditioning (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
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, flood or other abnormal conditions beyond our control, nor does it obligate Real Chill Heating & Air Conditioning 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. Preventative maintenance visits include 1 lb. of freon as needed due to occasional loss during maintenance. If freon leak is noted, a leak check will be required or future visits will not receive courtesy freon.
9. 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.
10. 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.
11. 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 to new homeowners at the same address, but not refundable.
12. Contracts will be re-billed yearly. No automatic renewals.
13. **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. **\$180**
- 2. A/C w/ Gas/ Propane/ Oil Furnace **\$195**
- 3. Heat Pump w/Gas/Propane/Oil Furnace **\$245**
- 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 \$50**
- 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..... **\$300 and up**
- 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 as per the general terms and conditions)..... **\$410 and up**
- D. Add on's: **(1) Humidifier service + water panel replacement (1x per year) \$55 (2) Electronic Air cleaner labor coverage OR High efficiency 4"+ filter coverage \$70**

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**
5865 Deale-Churchton Road, Deale, MD 20751 410-867-3626 * 410-867-6899 (FAX)