



P.O. Box 562 • Conway, AR 72032 • (501) 329-5826

"We strive to provide quality service to ensure your comfort."

Energy Saving Plus Maintenance Service Program Enrollment Form

Customer Information/Billing Address (Please Complete)

Name: _____
 Address: _____ Apt. # _____
 City: _____ State: _____ Zip Code: _____
 Phone: _____
 E-Mail Address: _____

Covered Property Address (Please complete if different)

Name: _____
 Address: _____ Apt. # _____
 City: _____ State: _____ Zip Code: _____
 Phone: _____
 E-Mail Address: _____

Energy Saving Plus Maintenance Service Program Contract

HEATING SEASON PROCEDURES

- Clean Burners
- Adjust gas pressure
- Check and adjust pilot operation
- Lubricate all moving parts
- Monitor Flue draft for safe operation
- Check and tighten all loose electrical connections
- Check and test safety controls draw on all motors
- Adjust air flow for proper temperature rise
- Check heat anticipator settings
- Clean and check thermostat
- Monitor voltage and amperage
- Monitor furnace cycle
- Check for cracked heat exchanger
- Clean heat exchanger or heating elements
- Check primary and secondary drains
- Adjust and clean blower components

COOLING SEASON PROCEDURES

- Lubricate all moving parts
- Check and tighten all loose electrical connections
- Check operating pressure for proper refrigerant charge
- Monitor voltage and amperage draw on all motors
- Clean and check thermostat
- Monitor air conditioning cycle
- Clean evaporator coil if accessible
- Monitor starting capabilities
- Inspect cooling coil
- Measure temperature difference
- Adjust thermostat calibration
- Adjust operating pressures
- Clean and check condenser coil

EXTRA BENEFITS

- Fewer repairs
- Improved capacity
- Priority customer status
- Inflation protection
- Agreement is transferrable
- Standard service call fee waived (regular rate \$98.00)
- Discounted weekend/after-hours service fee of \$125.00 (standard rate \$185.00)
- Lower energy bills
- Extended life of your equipment
- Two standard filter replacements per year
- 25% off repair
- Drain pan treatment tablets included

PRICING

The Energy Saving Plus Maintenance Program is \$298.00 plus tax for the first unit on the establishment; each additional unit on the establishment will be \$98.00 plus tax.

We will come out to clean and inspect all units twice a year.

Number of units to be serviced _____

Total Purchase Price \$ _____ (Please include sales tax)

Please make checks out to RELIANCE HEATING & COOLING LLC

Please sign and return this enrollment form with payment enclosed and start enjoying all the comforts of home with all the peace in mind.

CUSTOMER SIGNATURE (REQUIRED): _____ **DATE:** _____

Customer accepts the General Terms and Conditions on reverse side upon signing.

General Terms and Conditions

1. Renewal. This agreement cancels and supersedes all prior agreements between the two parties for service. The agreement is effective on the date of the invoice and will remain in force for one (1) year. Agreement is self-renewing and will renew annually at prevailing rates, terms and conditions, unless and until terminated by either party in writing, not more than 30 days from billing date.

2. Payment. Charges for agreement will be invoiced annually. If customer fails to pay within 30 days of billing date the Company has the right to impose a late payment charge (finance charge) on unpaid balance at the monthly periodic rate. Agreements not paid in full within three months will be removed from customer's account and any services performed during this period will be billed at Company's prevailing rates. Upon breach of terms or default in payment, Company reserves the right to withhold service. Failure on the part of the customer to make payment when due shall relieve the seller of the entire obligation of providing service under this agreement.

3. Cancellation. Either party may cancel this agreement by providing 30 days of written notice. Agreement is transferable to a new homeowner when service is established with the Company. After 30 days after the invoice date there is no refund of this agreement.

4. Conditions of Coverage. Upon initial visit by technician, the system will be inspected for compliance with company criteria. Items determined necessary to bring up to these criteria will be the responsibility and expense of the customer, and agreement will not be applicable until criteria are met. If, upon inspection, the equipment covered ceases to meet acceptable standards for continued coverage, all costs for parts and service rendered prior to the date of cancellation will be applied against the cost of the agreement. Any remaining balance will be refunded to the customer. The Company reserves the right to postpone services for unsafe or unsanitary conditions.

In the event that the equipment under agreement is no longer economically repairable, we will provide customers with a quote to replace. Until replacement takes place, no further service work will be performed.

Customer is to keep equipment accessible and free from any obstructions that deter proper servicing of equipment. Area around equipment, including crawl space must be dry.

Attic unit must have adequate flooring to service unit; no exceptions will be made.

5. Exclusions. Agreement does not cover parts or labor when failure is a result of the following; Unnecessary or nuisance calls will be charged and paid by the customer at prevailing rates. Examples of such are thermostats set too low or in the off position; emergency

switches or disconnects turned off, clogged air filters, circuit breakers tripping and blown fuses due to power outages, etc.

Company will not be held responsible for any changes, additions or deletions to existing equipment that may be dictated by local codes, government authorities, insurance companies, or any other third party unless authorized and paid for by the customer.

This agreement does not cover loss or damage resulting from fire, water, windstorm, hail, lightning, earthquake, theft, riot, misuse or abuse, or any other circumstance beyond the Company's control.

This agreement does not cover high voltage electrical work, blown fuses, disconnects, circuit breakers, plumbing or piping, or other equipment beyond that listed herein. This also includes nonworking parts of equipment, including diffusers, ductwork, blower housings, coils, unit cabinet, trim, pipes, supports, insulation, etc. Additional equipment used in conjunction with the operation of the system, such as humidifiers, air cleaners, electronic thermostats, etc. is not covered under this agreement.

Design criteria, air balancing, improper sizing, or design deficiencies beyond failure of equipment covered herein would be subject to an additional charge.

Liability for injury or damage to persons or property or consequential damage resulting from defects in or non-operation of equipment or its accessories, nor resulting from damage from emergency drain pans or clogged condensate drain lines.

6. Default by customer. Company reserves the right to terminate agreement without notice or refund if any of the following occur: Customer permits any person other than an employee or authorized representative of Company to perform service on customer equipment.

Customer fails to keep account current in accordance with existing credit policy of Company. In such a case, the Company reserves the right to withhold service.

7. Energy Saving Plus Maintenance Service Program (ESPMS). This service is provided under the agreement but in itself holds no monetary value. It is the customer's responsibility to contact our office to schedule an inspection. ESPMS will be performed during normal working hours, Monday through Friday 8 am to 4:30 pm. Company is not responsible if ESPMS is not performed due to the unavailability of customer to schedule work.

8. Service Hours. Normal service covered by this agreement including PMI, will be performed during our regular working hours, Monday through Friday, 8:00 am to 4:30 pm. Emergency service will be provided and billed at Company's prevailing rates. Emergency service constitutes no cooling or water leaking where property damage may occur.

**KEEP A COPY OF THIS AGREEMENT
FOR YOUR RECORDS**