

# EXTRA EPA Privilege AGREEMENT

We agree to provide you with our complete precision tune-up, professional cleaning and safety inspection, either annually (heating only) or semi-annually as described below for your heating and air conditioning equipment during the term indicated.

## BENEFITS:

- Lower utility bills
- Extended equipment life
- Fewer repairs
- Improved capacity
- 15% discount on repairs
- Priority customer status
- One day replacement
- Inflation protection
- Agreement is transferrable
- 24-hour emergency service
- Never an overtime charge
- Improved safety
- Service Today or You Don't Pay® (service within 24-hours or diagnostic fee is waived)

## Precision tune-up procedures include:

- Clean and adjust burner assembly
- Clean ignition assembly
- Examine heat exchanger
- Monitor flue draft
- Monitor refrigerant pressure
- Test starting capabilities
- Test safety controls
- Clean or replace standard air filters
- Clean and adjust blower components
- Measure for correct air flow
- Tighten electrical connections
- Measure volts/amps
- Lubricate all moving parts
- Adjust thermostat calibration
- Clean evaporator coil if accessible
- Clean condenser coil
- Clean condensate drains
- Measure temperature difference
- Apply protective coating to unit
- Adjust gas pressure
- Adjust pilot
- Monitor a/c and heating cycles



Heating & Air Conditioning

6226 American Road  
Toledo, OH 43612  
(419) 727-1923  
Fax (419) 727-9272

**YOUR PASS**  
to front-of-the-line,  
top-priority service!

CUSTOMER:			LOCATION:		
NAME			NAME		
STREET ADDRESS			STREET ADDRESS		
CITY	STATE	ZIP	CITY	STATE	ZIP
PHONE-DAYTIME		EVENING	PHONE-DAYTIME		
E-MAIL			PHONE-EVENING		

EQUIPMENT	BRAND	MFG. DATE	MODEL #	SERIAL #

Choose the Extra Privilege Agreement that's right for you.

GOLD MEMBERSHIP PLAN	PLATINUM MEMBERSHIP PLAN
Includes all precision tune-ups, plus membership benefits, plus 15% discount on all repairs	Includes all precision tune-ups, plus membership benefits, plus total parts and labor price protection on repairs
Customer Initial _____	Customer Initial _____

AIR CONDITIONING/HEATING

HEATING ONLY

## TERMS OF AGREEMENT:

Good value	Better value	Best value
<input type="checkbox"/> ONE YEAR	<input type="checkbox"/> TWO YEAR	<input type="checkbox"/> THREE YEAR
# OF TUNE-UPS _____	# OF TUNE-UPS _____	# OF TUNE-UPS _____
ANNUAL INVESTMENT \$ _____	ANNUAL INVESTMENT \$ _____	ANNUAL INVESTMENT \$ _____
OR	OR	OR
MONTHLY PAYMENT \$ _____	MONTHLY PAYMENT \$ _____	MONTHLY PAYMENT \$ _____

## PAYMENT INFORMATION:

CREDIT CARD  CASH  CHECK

CREDIT CARD #: \_\_\_\_\_

EXP. DATE: \_\_\_\_\_

CHECK #: \_\_\_\_\_ AMOUNT PAID: \_\_\_\_\_



Company Approval

Date



Customer Approval

Date

SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.

## No-Risk Money Back Guarantee

Try this amazing service for three months. Your air conditioning and heating system will work more efficiently. If you're not satisfied for any reason, your entire investment will be refunded. No questions asked.

You Can't Lose!

# Additional Terms and Conditions:

## 100% Satisfaction Guaranteed.

**We agree to accept both personal and company responsibility for your 100% complete satisfaction with the materials and the work provided by us and paid for by you.**

**EQUIPMENT:** The annual investment to be paid by Customer under this Agreement is based upon the maintenance of the Equipment and Accessories listed on the face of this Agreement as a complete heating and/or air conditioning system. Customer may not delete Equipment or Accessories from the annual maintenance provided hereunder. In the event additional equipment is added to Customer's heating and/or air conditioning system, the same will be covered at an increase of the annual charge.

**AUTO RENEWAL:** This agreement will automatically renew each year on the anniversary date unless a written notice of cancellation is received at our office prior to the renewal date. Allow up to 2 weeks for processing.

**MONTHLY PAYMENT OPTION:** This option is available by credit card transaction only. We will bill your credit card on the agreement date for the first installment, and each successive month the agreement remains in effect. Any credit card due to expire less than twelve (12) months after the first installment will not be accepted.

**CUSTOMER'S RIGHT TO CANCEL:** Customer may cancel this Agreement by mailing a written notice of cancellation to Company. In the event of cancellation by Customer, Customer shall receive a pro-rated refund of the payments made by Customer for the current term of this Agreement.

**COMPANY'S RIGHT TO CANCEL:** Company reserves the right to immediately terminate this Agreement in the event: (i) heating and/or air conditioning equipment or accessories are installed in Customer's home by a company other than Company, (ii) Customer has any part of the heating and/or air conditioning system serviced by a company other than Company, or (iii) Customer fails to fulfill the payment terms contained on the face side of this Agreement.

**WARRANTIES & LIMITATIONS ON WARRANTIES:** Company warrants that all work performed hereunder will be completed in a workmanlike manner and said work shall be free from defects in workmanship for a period of one (1) year from the date said work was performed. It is agreed that this agreement does not cover electrical, ductwork or plumbing performed beyond air conditioning units listed in the equipment schedule. The heat exchanger, compressor and evaporator coil will be replaced at no added cost when covered by the manufacturer's warranty except for any freight or pro-rated charges, which will be forwarded to the customer. When out of the manufacturer's warranty, there will be a charge for the heat exchanger, compressor and evaporator coil. Company's obligation for defective products and/or workmanship or any damage caused thereby, and Buyer's exclusive remedy, shall be limited to the replacement of any defective parts or workmanship and shall be conditioned upon Company receiving actual written notice of said defects within a warranty period(s) applicable. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. COMPANY SHALL NOT BE SUBJECT TO AND DISCLAIMS ALL CONSEQUENTIAL, INCIDENTAL AND CONTINGENT DAMAGES WHATSOEVER.

**SERVICE TODAY OR YOU DON'T PAY®:** Company agrees that it shall respond for service within 24 hours of the service call and, if it fails to do so, shall waive the diagnostic fee normally charged for such service call.

**TRANSFERABILITY:** This Agreement is transferable to the subsequent owner of the home in which the Equipment and Accessories are located, provided that Company receives written notification of the sale of the property within sixty (60) days of transfer.

**ENTIRE AGREEMENT:** This Agreement sets forth the entire Agreement between the parties and supersedes all other agreements either written or oral concerning the subject of this Agreement.