



Priority Service Plan

Value and Benefits

While other HVAC companies charge higher premium rates for parts and labor coverage we believe that if your Contractor has properly installed and is properly maintaining your equipment, repairs will be minimal. Rather than pay for repairs that may not occur or are due to improper preventive maintenance our approach is as follows:

Should your request repair service during our regular business hours we will waive our Travel and Diagnostic Fee. In the event you desire repair service after our regular business hours or a holiday you will only be charged our Travel and Diagnostic Fee at our then current regular business hours rate.

Mechanical systems are designed to eventually fail otherwise your systems efficiency would become outdated and too expensive to operate. Should a repair become necessary our repair charges for parts and labor will be discounted 10% during regular business hours.

Lower Operating Expense: Like your vehicle or any mechanical equipment it is proven that a properly maintained HVAC system will use less energy than a neglected one.

Prolonged Equipment Life: Detecting problems before a major breakdown will enable your system to operate its intended life expectancy. Over time non-maintained problems compound into catastrophic failures.

Prompt Emergency Service: With a 1st State Comfort Agreement you will receive priority response time in the event of a system failure and at reduced service rates.

Peace Of Mind: Knowing that your system is operating at peak performance and efficiency as it was designed to do.

Seasonal Maintenance Tasks

For each cooling and heating season we will perform the following:

Heat pump & Air conditioner: *Inspect* for excessive vibration, corrosion, unusual wear, finned surface alignment and wiring deterioration. *Clean* outdoor coil, indoor coil, air filter, contactors, drain pans, drain lines, fan blades & blower wheels. *Align & tighten* mounting bolts, pipe clamps, copper lines, fan blades, blower wheels & electrical connections. *Lubricate* required moving components. *Calibrate* temperature controls, operating controls & safety devices. *Test* capacitors, relays, contactors, pressure switches & reversing valve. *Check* refrigerant charge, electrical voltages and amperages. *Test* system sequence of operation.

Gas & Oil Heat: *Inspect* for excessive vibration, corrosion, unusual wear, cracked heat exchanger, water leaks and wiring deterioration. *Clean* heat exchanger, burner(s), air filter, contactors, drain pans, drain lines, fan blades & blower wheels. *Align & tighten* mounting bolts, pipe clamps, fuel lines, igniters, fan blades, blower wheels & electrical connections. *Lubricate* required moving components. *Calibrate* temperature controls, operating controls & safety devices. *Test* capacitors, relays, transformer, contactors, pressure switches & gas valve.. *Check* gas pressure, electrical voltages and amperages. *Replace* oil nozzle and filter. *Test* system for carbon monoxide and the sequence of operation. *Perform* digital combustion analysis.

Customer Information

<i>Name</i>	<i>Cell Phone #</i>	<i>Other Phone #</i>	
_____	_____	_____	
<i>Billing Address</i>	<i>City</i>	<i>State</i>	<i>Zip</i>
_____	_____	_____	_____
<i>Service Location</i>	<i>City</i>	<i>State</i>	<i>Zip</i>
_____	_____	_____	_____

HVAC Systems

1st System	<input type="checkbox"/> Air Conditioner \$175	<input type="checkbox"/> A/C with Gas Furnace \$260	<input type="checkbox"/> A/C with Oil Furnace \$315
	<input type="checkbox"/> Heat Pump \$280	<input type="checkbox"/> HP with Gas Furnace \$295	<input type="checkbox"/> Each additional Air Handler \$50
	<input type="checkbox"/> Gas Furnace/Boiler \$150	<input type="checkbox"/> Oil Furnace/Boiler \$225	<input type="checkbox"/> Humidifier \$125 <input type="checkbox"/> EAC \$75
2nd System	<input type="checkbox"/> Air Conditioner \$150	<input type="checkbox"/> A/C with Gas Furnace \$235	<input type="checkbox"/> A/C with Oil Furnace \$290
	<input type="checkbox"/> Heat Pump \$255	<input type="checkbox"/> HP with Gas Furnace \$270	<input type="checkbox"/> Each additional Air Handler \$50
	<input type="checkbox"/> Gas Furnace/Boiler \$125	<input type="checkbox"/> Oil Furnace/Boiler \$200	<input type="checkbox"/> Humidifier \$100 <input type="checkbox"/> EAC \$75
3rd System	<input type="checkbox"/> Air Conditioner \$135	<input type="checkbox"/> A/C with Gas Furnace \$210	<input type="checkbox"/> A/C with Oil Furnace \$245
	<input type="checkbox"/> Heat Pump \$240	<input type="checkbox"/> HP with Gas Furnace \$255	<input type="checkbox"/> Each additional Air Handler \$50
	<input type="checkbox"/> Gas Furnace/Boiler \$110	<input type="checkbox"/> Oil Furnace/Boiler \$185	<input type="checkbox"/> Humidifier \$100 <input type="checkbox"/> EAC \$75

Total Amount from Above: \$ _____

Please indicate method of payment: Check Enclosed # _____

Credit card (Type)	Card #	Exp. Date	CVC
<input type="checkbox"/> Master Card <input type="checkbox"/> Discover	_____	_____	_____
<input type="checkbox"/> Visa <input type="checkbox"/> Am/Exp	_____	_____	_____

I have read the Terms & Conditions and accept this Agreement as indicated by my signature below:

Signature	Date
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Terms and Conditions

1. This Agreement assumes the system(s) covered are in maintainable condition. If repairs are found necessary upon initial start-up or for any reasons of accident, alterations, misuse or abuse, repair charges shall be submitted for approval. Should these charges be declined those non-maintainable items will be eliminated from the Agreement and the Agreement price adjusted accordingly.
2. It is understood that preventive maintenance applies only to the systems and equipment covered by this Agreement. Repair or replacement of non-maintainable components of the system such as, but not limited to, ductwork, piping, boiler shell and tubes, cabinets, boiler refractory material, heat exchangers, insulating material, main power service and electrical wiring, tube bundles, valve bodies, coils, hydronic and pneumatic piping, structural supports, oil storage tanks and lines, casings, fixtures, grille and other non-moving parts, is not included under this Agreement.
3. In the event that the system(s) or any equipment component thereof is altered, modified, changed, or moved this Agreement may be immediately terminated at the Contractor's option.
4. Contractor will not be required to move, replace or alter any part of the building structure in the performance of this Agreement unless specified otherwise within this agreement.
5. Any alteration to, or deviation from, this Agreement involving extra work, cost of materials or labor will become an extra charge (fixed price amount to be negotiated on a time-and-material basis at Contractor's then prevailing rates) over the sum stated in this Agreement quotation.
6. Customer shall permit only Contractor's personnel or agent to perform the work included in the scope of this Agreement Should anyone other than Contractor's personnel perform such work, Contractor may, at its option, cancel this Agreement or eliminate the involved item of equipment from inclusion on this Agreement.
7. Contractor shall not be liable for any delay, loss, damage or detention caused by unavailability of machinery, equipment or materials, delay of carriers, strikes, lockouts, civil or military authority, priority regulations, insurrection or riot, action of the elements, forces of nature, or by any cause beyond its control.
8. Customer shall make available to Contractors personnel all pertinent Material Safety Data Sheets (MSDS) pursuant to OSHA's Hazard Communication Standard Regulations.
9. Customer agrees to provide all necessary property insurances. Contractor agrees to provide all necessary liability and workman's compensation insurances.
10. The Contractor expressly any and all responsibility for the indoor air quality, including but not limited to mold, bacteria, and microbial contaminants of the Customer's property or residence including without limitation injury or illness to the occupants arising out of or in connection with the Contractors work performance under this Agreement.
11. Contractor's obligation under this Agreement and any subsequent contract does not include the identification, abatement or removal of asbestos products or other hazardous substances. In the event such products or substances are encountered, Contractor's sole obligation will be to notify the Customer of the existence of such products and materials. Contractor shall have the right thereafter to suspend its work until such products or material and the resultant hazards are removed. The time for completion of the work shall be extended to the extent caused by the suspension and the Agreement price equitably adjusted.
12. To the fullest extent permitted by law, Customer shall indemnify and hold harmless Contractor, its agent and employees from and against all claims, damages, losses and expenses (including but not limited to attorney's fees) arising out of or resulting from the performance of work hereunder, provided that such claim, damage, loss or expense is caused in whole or in part by an active or passive act or omission of Customer, anyone directly or indirectly employed by Customer, or anyone for whose acts Customer may be liable, regardless of whether it is caused in part by the negligence of Contractor.
13. Under no circumstances, whether arising in contract, tort (including negligence), equity or otherwise, will Contractor be responsible for loss of use, loss of profit, increased operating or maintenance expenses, claims of Customer's tenants or clients, or any special, indirect or consequential damages.
14. Customer will promptly pay invoices within thirty (30) days from date of invoice. All past due invoices are subject to a 2% service charge per month. Should a payment become thirty (30) days or more delinquent, Contractor may stop all work under this project without notice and/or cancel this project, and the entire project amount shall become due and payable immediately upon demand.
15. This Agreement becomes effective upon acceptance by the Contractor, execution of the Agreement by the Customer and receipt of payment.
16. Contractor reserves the right to reject any Agreement which is geographically beyond the Contractors base of operation.