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PREFERRED MAINTAINANCE AGREEMENT PROPOSAL

Maintenance Agreement Number: _____

Proposal for:

Name: _____ Date: _____ Home #: _____

Street: _____ Work #: _____

City: _____ State: _____ Zip: _____ Email: _____

We propose to furnish a PREFERRED MAINTENANCE AGREEMENT on the following equipment:

DESCRIPTION	MANUFACTURER	MODEL #	SERIAL #	INSTALL DATE

Effective from: _____ To: _____

Plan Selected: A B Cost of Plan: \$ _____ Method of Payment: _____

This proposal and the terms on the reverse side/hereof constitute our entire agreement. This proposal becomes a contract upon written approval by our authorized representative and you, our customer with the issuing monies. This PREFERRED MAINTENANCE AGREEMENT will run for (12) twelve months.

REMARKS/EXCLUSIONS

Authorized Representative

Date: _____

Customer Signature

Date: _____

BENEFITS OF PREFERRED MAINTENANCE AGREEMENT

PEACE OF MIND: Automatic, periodic inspections. Lubricating and adjusting of your heating & cooling system keeps it running at peak, trouble free efficiency. Potential problems are spotted before they cause trouble.

TRAINED TECHNICIANS: Competent, trained, dependable staff of experts will perform service on your equipment when necessary.

PREFERRED TREATMENT: Planned maintenance increases system reliability, but should you need emergency service, our PREFERRED CUSTOMERS ARE GIVEN PREFERRED TREATMENT when they do have a problem.

LONGER PRODUCT LIFE: It is a known fact that regular maintenance on mechanical equipment prolongs it's life. It also keeps the equipment operating at peak efficiency.

CHOICE OF PROGRAM: You select the program that best suits you and your equipment. Select from two different plans listed on the back of this proposal.

SERVICE YOU CAN TRUST: Our highly trained staff of experts know their business. Feel at ease knowing that Fire & Ice HVAC, Inc. has made major investments in training, tool, trucks and other equipment to assure our Preferred Maintenance Agreement holders prompt and efficient service at a minimum cost.

HEATING AND COOLING INSPECTIONS

With all plans, we will provide a qualified technician to inspect your air conditioning and heating system for proper operation to insure that it's in the best possible condition for the ongoing cooling or heating season.

THE INSPECTION WILL INCLUDE THE CHECKING OF:

- Refrigerant Charge
- Visual Signs of Refrigerant Leaks
- Electrical Connections
- Voltage & Amperage
- Electrical Wiring
- Contractor & Relays
- Electric Heat Elements
- Thermostat Operation
- Blower Assembly & Belts
- Adjust Safety Controls
- Lubricate Motors & Bearings
- Temperature Differences across the indoor coil
- Outdoor Coil & Fin Condition
- Condensate Drain Line
- Pilot & Thermocoupler
- Limit Controls
- Filter
- Gas Valve
- Gas Pressure
- Sequencers & Relays
- Burners & Runners

EMERGENCY SERVICE

WE SERVICE OUR PREFERRED MAINTENANCE CUSTOMERS FIRST

TERMS AND CONDITIONS

It is mutually agreed and understood that this service agreement covers only routine maintenance of your heating and cooling system. It is also mutually agreed that this agreement covers only electrically operated units inside the equipment. This agreement does not cover electrical or plumbing work beyond the unit or duct work, structural supports or other sheet metal components, which may deteriorate due to corrosion, rust, mold, or other work required due to negligence or misuse of the equipment or because of fire, acts of God, sabotage or electrical, gas or water supply damage caused by freezing or circumstances beyond our control.

Fire & Ice HVAC, Inc. reserves the right to reject any agreement if an inspection by our service technician finds the equipment is in such condition that service will be unsatisfactory to both parties. The equipment must be brought up to industry standards at the customer's expense before acceptance of such an agreement. Units that are over ten (10) years old will not be accepted under our Plan B.

Fire & Ice HVAC, Inc., shall not be responsible for system design or performance in maintaining design conditions.

All service (except "NO HEAT" emergency service) will be performed during regular working hours (Monday through Friday, 8:00AM-5:00PM). "No Heat" Emergency service in the winter will be taken until 11:00PM and during the weekends.

The customer cannot assign or transfer this agreement without written consent of Fire & Ice HVAC, Inc. Any changes, adjustments or repairs made by others, unless authorized or approved by Fire & Ice HVAC, Inc., in writing, shall terminate its obligation hereunder and dismiss any obligations, financial or otherwise. In the event that this contract is cancelled for any reason and both maintenance inspections have been completed, no refund will be authorized. If an inspection is still due under a current contract, a refund may be issued under a pro-rated amount. All requests must be made in writing.

Fire & Ice HVAC, Inc., will not be required to furnish, without an extra cost, any item of material, labor or equipment which are recommended or required by local code regulations, insurance companies, government, state, municipal or other authorities or any problems related to mold.

With the exception of Plan B, service calls other than scheduled routine maintenance, will be charged and paid by the purchaser at the prevailing service rate.

Fire & Ice HVAC, Inc., will endeavor to render prompt and efficient service hereunder, but it is expressly agreed that Fire & Ice HVAC, Inc., shall in no event be liable for damage or loss caused by delay or any loss arising out of performance of this agreement

CHOOSE THE SERVICE PLAN THAT WILL SUIT YOUR NEEDS AND THE NEEDS OF YOUR EQUIPMENT

COVERAGE PROVIDED UNDER AGREEMENT SELECTED

Both agreements routine maintenance inspections. One inspection for your heating and one inspection for your cooling system. We will advise you of potential problems at the time of the inspection.

PLAN A

- Provides routine maintenance of your heating and cooling system
- Advise you of any potential problems
- Priority service
- 10% discount on parts and labor

PLAN B

- Provides routine maintenance of your heating and cooling system
- Advise you of any potential problems
- Priority service
- 10% discount on parts and labor
- Breakdown service coverage
- Labor coverage*

*Under Plan B, Fire & Ice HVAC, Inc. will provide such labor as may be required to keep the Air Conditioning and Heating equipment, as listed, in proper working order at NO ADDITIONAL CHARGE.

ADDITIONAL COVERAGE

Additional coverage for accessories may be added to either agreement at prevailing rates.

Chemical coil cleaning available with all service policies at prevailing rates.

The compressor, heat exchanger, evaporator coil, condenser coil, humidifier, electronic air cleaner, dampers and other accessories added to your heating and cooling system are not covered under these plans except when specifically stated.

Additional service beyond the scope of this agreement will be charged and paid by the purchaser at the prevailing service rates.

Plan A or Plan B

SCHEDULING ROUTINE INSPECTIONS

It is mutually understood that the responsibility of rescheduling these inspections is that of the policyholder. It is Fire & Ice HVAC, Inc.'s responsibility to provide a qualified technician to perform these services. We begin our cooling inspections in March and our heating checks begin in September. If we do not hear from you in a timely manner, as a courtesy, you will receive a reminder call from one of our staff members. Please be prompt when scheduling appointments so that you may get a day and time convenient to you.