

# Preferred

## Customer Service Plan

### NO OIL FURNACES

All prices for a single system consisting of a single air conditioner and a single heating unit. 20% discount on additional systems for homes with more than 1 system- Customer is responsible for scheduling spring and fall checks. Spring checks will be run from mid-March to the first week of June. Fall checks will run from mid-September to the first week of December. Inspections will be run Monday thru Friday from 8:30-4:00. Call during these hours to schedule your appointment. Thank You. \_\_\_\_\_ (customer initials)

Plan Coverage (check one)	Type of System	1 yr. Price
<input type="checkbox"/> <b>Residential</b> Two Maintenance Checks per year Priority Service Checked A/C <input type="checkbox"/> yes <input type="checkbox"/> no Checked Heat <input type="checkbox"/> yes <input type="checkbox"/> no	<b>Gas Furnace &amp; AC System</b>	<input type="checkbox"/> <b>\$195.00</b>
<input type="checkbox"/> <b>Commercial Contracts</b> Includes two filter changes a year Customer will be charged for filters unless they provide their own Filter changing service, beyond the twice a year, provided by your service contract. Checked A/C <input type="checkbox"/> yes <input type="checkbox"/> no Checked Heat <input type="checkbox"/> yes <input type="checkbox"/> no	<b>Heat Pump System</b>	<input type="checkbox"/> <b>\$235.00</b>
	<b>Gas Furnace &amp; AC System</b>	<b>Minimum \$295.00 / yr. or \$95 / ton</b>
	<b>Heat Pump System</b>	<input type="checkbox"/> <b>\$235.00</b>

### Additional Accessories

- 2 additional filter changes per system \$100.00**
- 4 additional filter changes per system \$190.00**
- 6 additional filter changes per system \$280.00**
- 8 additional filter changes per system \$360.00**
- 10 additional filter changes per system \$450.00**
- Humidifier (Repair Labor only) \$60.00**
- Air Cleaner (Repair Labor only) \$60.00**

**Date** \_\_\_\_\_ **Total Price for Plan Coverage and Accessories \$** \_\_\_\_\_

NOTE: This offer must be accepted within fifteen days from date set by representative.

<b>Name</b> _____	<b>Billing</b> _____
<b>Job Address</b> _____	<b>Address</b> _____
<b>City, St.</b> _____	_____
<b>Home #</b> _____	<b>Work #</b> _____
<b>E-mail:</b> _____	<b>Contract #</b> _____

**Representative:** \_\_\_\_\_ **Customer Acceptance:** \_\_\_\_\_

PLEASE READ TERMS & CONDITION ON BACK!

## A/C Doc Inc.

### Heating and Cooling

P.O. Box 960  
21010 South Bank Street  
Sterling, VA 20165

Contractors License: 2705052986  
Licensed Bonded and Insured  
Phone: (703) 406-9446  
Fax: (703) 406-9462

No. \_\_\_\_\_  
"When Your Heating And Cooling System Is Feeling Down And Out, Call A/C Doc And We'll Have It Up And About"

# Preferred Service Agreements

This agreement includes two planned maintenance inspections per year to help prevent breakdowns and to maintain efficiency. During these visits, we will inspect and advise you of any needed repairs. No repairs will be made without your approval. In addition to priority service, we service our Preferred Service Agreement first. You only pay for parts and materials needed to repair your unit. These inspections and any repairs need to be scheduled during normal working hours Monday-Friday 8:30 a.m. - 4:00 p.m. Beyond regular scheduled hours additional charges apply.

## See Conditions Below

### Routine Maintenance on your Heating and Cooling Equipment will:

- Lower Operating Cost
- Prolong Equipment Life
- Keep Equipment Operating Safely
- Require Fewer Repairs

\*The compressor, evaporator coil, condenser coil and heat exchangers will be replaced with a 4 hour labor and materials charge only when covered by manufacturer's parts warranty. Replacing defective heat exchangers over 10 years old will incur a labor charge even if still under manufacturer's parts warranty.

**Accessory Coverage:** Electronic air cleaner, and humidifier may be covered only under Plan B at an additional charge. Accessory coverage for repair labor only. Repair parts are chargeable.

#### Agreement Terms and Conditions:

1. It is mutually agreed that this agreement covers only electrically operated components inside the equipment and does not cover electrical or plumbing work beyond the units or work required due to negligence, misuse of the equipment or because of fire, flood acts of God or government, vandalism, sabotage or electrical, gas or water supply or damage caused by freezing.
2. A/C Doc, Inc. (hereafter referred to as A/C Doc) reserves the right to reject any agreement if an inspection by our service technician reveals the equipment to be in such conditions that the service will be unsatisfactory. **The equipment must be brought to industry standards at the customer's expense before acceptance of agreement at the time of the first maintenance check.**
3. A/C Doc shall not be responsible for system design or performance in maintaining design conditions except through failure of equipment covered herein.
4. Any changes, adjustment or repairs made by others, unless authorized and approved by A/C Doc in writing, shall terminate this obligation hereunder.
5. It shall be at the discretion of A/C Doc to repair or replace defective materials and parts. In the event any or all of the equipment is not, in our opinion, economically repairable, A/C Doc will quote a replacement cost. Until replacement has taken place, no further service will be performed.
6. A/C Doc will not be required to furnish without extra cost any items of material, labor or equipment which are recommended or required by insurance companies, Government, State, Municipal or other authorities.
7. The customer cannot assign or transfer this agreement without prior written consent of A/C Doc.
8. Unnecessary or nuisance calls beyond the scope of this agreement will be charged to and paid by the purchaser at the prevailing service rates. Example: blown fuses, dirty filters, tripped breakers.
9. **All service will be performed during regular working hours (Monday through Friday, 8:30 am to 4:00 pm). Additional charges will apply for any service rendered after these hours.**
10. A/C Doc will endeavor to render to tender prompt and efficient service hereunder, but it is expressly agreed that A/C Doc shall in no event be liable for damage or loss caused by delay or any loss or excess costs arising out of performance of this agreement. A/C Doc does not guarantee the proper functioning of your equipment and shall not be liable for any loss, damage or fuel/energy cost resulting from the improper functioning of your equipment.
11. It is mutually agreed that A/C Doc shall not be responsible for any water damage caused by clogged condensate drains as a result of normal operation or equipment.
12. The agreement will run for a term of 12 months and is automatically renewable yearly but may be terminated by either party upon 30 days written notice of its intention to terminate. A refund for the remaining contract period will be made on a prorated basis with deductions for work already completed.

**This proposal and the Terms and Conditions specified herein constitute our entire agreement. This proposal becomes an agreement upon receipt of moneys specified and written by our authorized representative.**