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**540-370-4178**  
 www.completemc.com

**CompleteCare<sup>SM</sup>**  
**Maintenance**  
**Agreement**

**Benefits of  
 Scheduled Maintenance**

- Keeps your home as comfortable as it was originally designed
- Improve efficiency and reduce your energy bills by keeping the equipment running optimally
- Extends the equipment life by 25%
- Fewer costly repairs by diagnosing problems early

**Gold Level**

- Priority Customer Status
- 15% Discount On Repairs
- One Year Limited Repair Warranty
- Two Tune-Ups per/year
- Earns 2% per/year Discount Off Equipment and Accessory Purchases
- 24 hr response time

**Silver Level**

- Priority Customer Status
- 10% Discount On Repairs
- One Year Limited Repair Warranty
- Two Tune-Ups per/year

Your approval of this agreement authorizes Complete Heating & Cooling to perform two (2) comfort tune-ups on the air conditioning, heating and indoor air quality equipment listed below, each year at the agreed upon price. This agreement will remain in effect until a written notice of termination is received by either party. Allow two weeks for termination processing. This agreement does not include any parts and the labor to replace those parts that are diagnosed to be unsafe or required to keep your equipment operational.

Name: \_\_\_\_\_ Property Address if Different: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Home Phone: \_\_\_\_\_ Cell: \_\_\_\_\_ Email: \_\_\_\_\_

MFG	MODEL	SERIAL #
SYSTEM 1		
SYSTEM 2		
SYSTEM 3		
SYSTEM 4		

Complete Heating & Cooling services all brands of air conditioning, heating and indoor air quality equipment. Our tune-ups include:

**WARM SEASON:** check filters, compressor performance, Freon charge, all safety controls; test crankcase heater, operating pressure; inspect condenser coil, evaporator coil, evaporator drain pan, condensate drain, and blower; record superheat; lubricate all necessary parts; add algaecide tablets to condensate pan.

**COOL SEASON:** check filters, gas valve, operation of safety controls, sequencer, heating elements in operation, CO level, heat exchanger; clean blower, interior of manifold compartment, pilot, burners; test for gas leaks; clean and calibrate thermostat; check and clean humidifier; check heat pump re-versing valve and defrost cycle.

*Thank You* for using Complete Heating & Cooling to improve your safety, comfort and peace of mind.

Equipment Schedule:	Gold Level	Silver Level
Primary HVAC System -	\$180.00	\$150.00
Each additional HVAC System -	\$120 each	\$100 each
Humidifier / Dehumidifier -	\$40	\$40
Electronic Air Cleaner -	\$40	\$40
Other -	\$ _____	\$ _____

**ANNUAL Maintenance Total**    \$ \_\_\_\_\_    \$ \_\_\_\_\_

1. We will provide two tune ups per year to be paid for prior to scheduling.
2. We reserve the right to change the prices at any time, without prior notice

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_  
 Rep. Approval: \_\_\_\_\_

Method of Payment:  Check  Visa  Master Card  Other: \_\_\_\_\_  
 CC#: \_\_\_\_\_ EXP Date: \_\_\_\_\_  
 Total Amount \$: \_\_\_\_\_ Customer Authorization: \_\_\_\_\_

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### \*\*\*\*\* AGREEMENT CONDITIONS \*\*\*\*\*

#### We agree to:

1. Inspect the equipment on a scheduled basis as shown and, during each inspection, perform the applicable services per above benefits and details within the Energy Savings Guide.
2. Instruct you in the operation of the equipment.
3. Give our service agreement holders preference over all other service activity normally undertaken by us other than property damage.
4. Keep you informed of available system enhancements throughout the life of your system.

#### You agree to:

1. Operate the equipment according to our instructions and recommendations.
2. Promptly notify us of any unusual operating conditions of the equipment.
3. Permit only our service personnel and/or service organizations authorized by us to work on the equipment.
4. Permit our personnel the use of your common building maintenance tools, such as ladders, water hoses, etc.
5. Provide safe and clear access to all equipment for serviceability.

#### General:

- During the term of the agreement we will take all reasonable precautions to avoid any injury to persons and damage to property while on the premises, but shall not be liable for any special or consequential damages.
- We shall not be liable for losses or defects arising out of vandalism, fire, flood, wind or acts of God. In such cases, the customer shall be charged for the parts and labor involved at the current price for such repair.
- Inspect the equipment on a scheduled basis as shown and, during each inspection, perform the applicable services per above benefits and details payable at the time of service.
- The term of this agreement shall be automatically renewable unless cancelled by either party with 30 days written notice for clients participating in the monthly program.
- In the event of cancellation, all services and benefits rendered under this agreement shall equal payments received.
- Refunds are available upon cancellation after review of services and benefits received.
- Agreement and benefits are transferrable to new homeowners or residences with 30 days' written notice.
- Notification of price increases will be sent by mail 45 days in advance of anniversary date for clients participating in the monthly program.
- The services outlined in this agreement will be performed during normal working hours.

### \*\*\*\*\* PURCHASE ACCRUAL / DISCOUNT CONDITIONS \*\*\*\*\*

- Purchase accrual can be used towards the purchase of any qualifying heating and/or air conditioning system.
- Purchase accrual cannot be used towards the purchase of accessories, lifetime system enhancements, sheet metal work, duct work, or repairs to existing equipment.
- Purchase accrual cannot be redeemed for cash value.
- Purchase accrual amounts are on a per system per year basis.
- Not valid with any other offers or promotions.
- Client must remain on a Preventative Maintenance Agreement continuously without a lapse in coverage to retain the purchase accrual.