



Scruggs Heating & Cooling

PROtect Preventative Maintenance Agreement (Bi-annual)

Client Information

Property Owner(s): _____

Billing Address: _____

Phone: _____ Email: _____

Property Address: _____

Rental Agency Information

Please complete if property is on a corporate rental program

Rental Agency: _____

Rental Manager: _____ Phone: _____

Scruggs Heating & Cooling Company's Preventative Maintenance Agreement will provide you with the following services on a biannual schedule: Refrigerant Check, Condenser Fan Motor Inspection, Condenser Coil Inspection/Cleaning, Blower Inspection, Evaporator Coil Inspection/Cleaning, Condensation Drain Cleaning, UltraSonic Refrigerant Leak Detection (as needed), Inspection of All Visible Ductwork, and Inspection of All Key System Safety and Mechanical Components.

Fall Service Date: _____ Spring Service Date: _____

All service dates are estimated, you will be contacted 1 week prior to the above dates to schedule an exact service time

Billing Information

A base amount of \$125 (+\$50 per additional system), will be charged for the above services on an annual schedule*. If at any point throughout the year additional service is required during regular business hours, no 'service call' fee will be charged. Any additional refrigerant, replacement parts, and/or labor will be billed at a 15% discount at time of service. See reverse for full terms and conditions.

Total Base Annual Amount: \$ _____

Preferred Billing Method: Mail Email Payment Method: Check Credit/Debit Card

Service Advisor: X _____ Client: X _____

Date: _____

SERVICE AGREEMENT SPECIFICATIONS

Below are service agreement terms set forth by Scruggs Heating & Cooling Co., henceforth referred SHC.

1. This agreement covers any electrically operated units inside the equipment and does not cover electrical or plumbing work beyond the units or work required due to the negligence or misuse of the equipment or because of fire, flood, acts of God, government, or circumstances beyond our control.
2. SHC reserves the right to reject any agreement if an inspection by our service technician reveals the equipment to be in such a condition that the service will be unsatisfactory to both parties. Additionally, the equipment must be brought up to industry standards at customer's expense before acceptance of the agreement.
3. Any changes, adjustments or repairs made by others, unless authorized and approved by SHC in writing, shall terminate its obligation hereunder.
4. It shall be at the discretion of SHC to repair or replace defective materials and parts. In the event any or all of the equipment is not, in our opinion, economically repairable, SHC will quote a replacement cost. Until replacement has taken place, no further service will be performed.
5. SHC 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.
6. The customer cannot assign or transfer this agreement without prior approval from SHC. In such cases any or all equipment may be subject to evaluation/re-evaluation by SHC and any parts and labor expense necessary to bring the equipment back up to industry standards will be the responsibility of the customer.
7. Unnecessary or nuisance calls beyond the scope of this agreement may be charged to and paid by the customer at current service rates. Example: blown fuses, dirty filters, tripped breakers, incorrect setting on thermostat or customer related damage.
8. All routine service will be performed during regular working hours (Mon-Fri, 8am to 7pm, except holidays) Emergency service during will be taken 7 days a week until 9pm. Emergency service performed after normal business hours will incur a premium service charge. Severe weather, Acts of God, or other events beyond the control of SHC may delay service commitments without action or penalty against SHC.
9. SHC will endeavor to render prompt and efficient service hereunder, but it is expressly agreed that SHC shall in no way be liable for consequential or incidental damage or cost that might be incurred arising out of performance of this agreement.
10. SHC shall not be liable for any energy or fuel costs for system operation.
11. The agreement is automatically renewed yearly, but may be terminated by either party upon 30 days written notice of its intention to terminate. A refund for agreement period will be made on a pro-rated basis, with deduction for work already performed. Plan prices subject to change upon renewal.
12. This agreement shall be null and void if any equipment covered herein has been subject to misuse, negligence, tampering, vandalism, or Acts of God. Final judgement as to the condition of any such equipment will be made solely by SHC. SHC is not responsible for any operation of the equipment contrary to manufacturer's recommendations.
13. It is agreed that any part, inspection, or component not specifically listed in this agreement will not be covered by this agreement. Additionally, any labor and/or expense incurred by SHC associated with the repair or replacement of such parts will be charged to the customer.
14. Proposal and the terms specified herein constitute our entire agreement. This proposal becomes an agreement upon receipt of monies specified and with written approval by our authorized representatives. This service agreement will run for a term of 12 months unless cancelled by either party. Perpetual payments