

Basic Preventative Maintenance Service Contract

For LP and Natural Gas systems

This Preventative Maintenance Service Contract is entered into by and between:

- **Customer Name:** _____
- **Customer Address:** _____
- **Service Provider:** Northern Temp

Effective Date: _____

Contract Duration: _____

Scope of Services

Northern Temp agrees to provide routine maintenance services to ensure optimal performance, efficiency, and lifespan of your system.

Annual Maintenance Plan Includes:

Safety Inspection

- Check for gas leaks and ensure proper ventilation to eliminate risks.
- Verify safe combustion and inspect the flame sensor and ignition system.
- Test the carbon monoxide levels around the boiler and install CO detectors if needed.

Cleaning and Efficiency Optimization

- Clean burners and heat exchangers to maintain high efficiency and reduce fuel consumption.
- Remove soot or debris from combustion chambers.
- Flush the boiler system to prevent sediment buildup that affects performance.

Performance Checks

- Inspect and test thermostats for precise temperature control.
- Assess water pressure and check for leaks in pipes or fittings.
- Ensure all electrical components are functioning correctly, including valves, pumps, and controls.

Tune-Up and Adjustments

- Adjust gas pressure and airflow for proper combustion.
- Test and calibrate safety controls, such as the pressure relief valve and low-water cutoff.
- Lubricate moving parts like circulators to ensure smooth operation.

Additional services may be requested, subject to additional fees.

Payment Terms

- **Total Annual Fee:** \$550.00 Basic plan
- Payment is due in full at the start of the contract term.

Exclusive Customer Benefits

- **Discounts:** 10% discount on diagnostics, repairs, and parts during the contract period.
- **Priority Service:** Enjoy priority scheduling, especially during peak seasons.
- **Annual Report:** Receive a detailed performance report with insights and suggestions for improving efficiency

Tiered Referral Rewards Program

Customers are eligible for referral rewards by recommending Northern Temp's services to family and friends. Discounts will be applied to the next maintenance plan renewal as follows:

- **First referral:** \$20 discount.
- **Second referral:** \$45 discount.
- **Third referral:** \$75 discount.

In addition, all new customers referred to by you, who sign a maintenance contract will receive a **10% discount** on their first plan. Referrals must result in successful service sign-ups to qualify. Discounts are cumulative and will be applied at the time of renewal.

Customer Obligations

The customer agrees to:

- Provide access to the equipment for scheduled maintenance visits.
- Promptly notify Northern Temp of any changes in system performance or issues, unusual noises or signs of system inefficiency.

Scheduling

Northern Temp will perform maintenance annually in the fall to prepare for the heating season, or as mutually agreed upon.

- **Scheduling and Access Policy**
Services will be scheduled a minimum of 30 days in advance, with a reminder issued 7 days prior to the scheduled visit. It is the responsibility of the customer to ensure access to the equipment at the agreed-upon time. If access to the equipment is not available at the scheduled time, a one-hour service fee will be applied to the account to cover the technician's time and to reschedule the service.

- **Liability Disclaimer**

Equipment Inspection Requirement

All maintenance contracts are contingent upon a thorough inspection of the equipment. Northern Temp reserves the right to decline service agreements for units deemed unsuitable for maintenance.

Northern Temp is not liable for damages resulting from misuse, neglect, power surges or external factors beyond the scope of maintenance services. Liability for equipment failure is limited to the terms outlined in this agreement.

Cancellation Policy

- **Grace Period:** Customers may cancel within **7 days of signing** for a full refund.
- **Prorated Refunds:** After the grace period, refunds will be issued based on the unused months of service, minus a **\$50 administrative fee**.
- **Written Notice:** Either party may terminate the contract with written notice 30 days in advance.
- **Special circumstances:** Refunds or modifications to the policy may be considered under special circumstances, such as relocation to an area outside Northern Temps service coverage.

Emergency Services

Please note that while emergency services are not included in the regular maintenance contract, all emergency calls will receive a 10% discount on the standard labor rate as part of your contract benefits

Fuel Availability Policy

It is the responsibility of the customer to ensure an adequate supply of fuel prior to the scheduled service visit. If the technician arrives for a service call and the equipment is unable to be serviced due to an insufficient fuel supply, a one-hour labor fee will be applied to the account.

By signing this agreement, both parties acknowledge and agree to the terms set forth in this Preventative Maintenance Plan:

Acceptance

Customer Signature: _____

Date: _____

Service Provider Signature: _____

Date: _____

Upgrades:

Premium Maintenance Plan

- **Cost:** \$800.00
- **Includes:**
 - Two cleanings per year (spring and fall).
 - Full inspection and tune-up of the entire system.
 - Checking refrigerant levels and electrical connections.
 - Cleaning the outdoor condenser unit.
- **Benefits:**
 - **10%** discount on repairs and parts.
 - Enjoy priority scheduling during peak seasons.
 - One complimentary diagnostic service. (includes 2-hour diagnostic – a \$300 value)

Special discounts for multi property accounts and adding additional systems to the maintenance plan (e.g. water heaters or furnaces) discounts will be discussed during consultation.

