

## Basic Preventative Maintenance Service Contract

*For Split systems*

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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 the customer's split system. The services include:

#### Indoor Unit (Evaporator Unit) Tasks:

##### Inspection:

- Check the air filter condition and replace it if necessary.
- Inspect and clean the evaporator coil to prevent build-up that reduces efficiency.
- Examine the fan and ensure it is functioning without obstructions or damage.
- Assess electrical connections and wiring for any wear or loose connections.

##### Cleaning:

- Clean or replace the air filter to maintain proper airflow.
- Remove dirt or debris from the evaporator coil and fan.
- Wipe down casing and panels for hygiene and aesthetic purposes.

##### Functionality Checks:

- Test the thermostat and ensure accurate temperature readings.
  - Confirm proper airflow from vents and inspect for any blockages.
  - Check the drainage system for clogs and clean the drain line to prevent water damage.
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## Outdoor Unit (Condenser Unit) Tasks:

### Inspection:

- Check refrigerant levels and look for leaks.
- Inspect the condenser coil for dirt or damage.
- Assess fan operation to ensure it is working efficiently.
- Check electrical components and ensure secure connections.

### Cleaning:

- Clean the condenser coil to ensure optimal heat exchange.
- Clear debris around the unit to maintain proper airflow.
- Remove any obstructions from the fan.

### Functionality Checks:

- Verify refrigerant pressure and levels for efficiency.
- Confirm the unit cycles on and off correctly without overheating.
- Check the compressor for abnormal noise or signs of wear.

### Additional Maintenance Tasks

- Lubricate moving parts as needed to reduce wear and tear.
- Inspect all ducts for leakage or damage and seal them if necessary.
- Monitor energy consumption to detect any signs of inefficiency.
- Test safety controls to ensure they work effectively under abnormal conditions.
- Inspect and tighten all electrical connections as needed
- Ensure proper function of compressors and fan motors

*Additional services may be requested, subject to additional fees.*

## Payment Terms

- **Total Annual Fee:** \$350.00 Basic plan
- Payment is due in full at the start of the contract term.

## Exclusive Customer Benefits

- **Discounts:** 25% 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 25% discount on the standard labor rate as part of your contract benefits

**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:** \$650.00
- **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:**
  - **25%** discount on repairs and parts.
  - Enjoy priority scheduling during peak seasons.
  - One complimentary diagnostic service. (includes 2-hour diagnostic – a \$300 value)

### Comprehensive Multi-Year Plan

- **Cost:** Discounts for committing to 2 or 3-year contracts.  
**2 year \$1100.00   3 year \$1800.00**
- **Includes:**
  - All Premium Plan services.
  - Additional check-ups before extreme weather seasons.
  - Extended warranty on newly installed parts.
- **Benefits:**
  - **25%** discount on all services during the contract period.
  - One complimentary diagnostic service **per year**. (includes 2-hour diagnostic – a \$300 value per year)

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.