NORTHERN TEMP
INNOVATIVE COMFORT SOLUTIONS

Preventative Maintenance Service Contract

For Mini-Split/Ductless Heat Pump Systems

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

Customer Name: __ _____
Customer Address: _____
Service Provider: Northern Temp LLC
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 mini-split/ductless heat pump system. The services include:

Annual Maintenance Plan Includes

Safety Inspection
- Inspect exhaust flue for blockages, corrosion, or leaks
- Test draft inducer fan for proper venting
- Check for carbon monoxide leaks
- Examine heat exchanger for cracks or damage
- Verify safe combustion and ignition system operation

Cleaning and Efficiency Optimization
- Clean burners and heat exchanger
- Remove dust and debris from combustion chamber
- Vacuum furnace interior and inspect venting system

Performance Checks
- Test thermostat operation and calibration
- Inspect blower motor and fan
- Lubricate motor bearings (if applicable)
- Inspect ductwork and air filter

Tune-Up and Adjustments
- Adjust gas pressure and airflow

• Test and calibrate safety controls
• Inspect electrical components and connections

Additional services may be requested and billed separately.

Payment Terms
Total Annual Fee: $500.00
Payment is due in full at the start of the contract term.

Customer Benefits
• 10% discount on diagnostics, repairs, and parts during contract period
• Priority scheduling during peak heating season
• Annual performance summary with recommendations

Referral Rewards Program
• First referral: $20 discount
• Second referral: $45 discount
• Third referral: $75 discount
• New customers referred by you receive 10% off their first plan
• Discounts are cumulative and applied at renewal

Customer Obligations
Customer agrees to:
• Provide access to the furnace for scheduled maintenance
• Notify Northern Temp of any performance issues or unusual noises

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Scheduling and Access Policy
Maintenance will be performed annually in the fall or as mutually agreed upon.
Services are scheduled 30 days in advance with a 7-day reminder.
If access is unavailable at the scheduled time, a one-hour service fee will be applied to reschedule.

Liability Disclaimer
All contracts are contingent upon equipment inspection. Northern Temp may decline service for

units deemed unsuitable.
Northern Temp is not liable for damages due to misuse, neglect, power surges, or external factors.
Liability is limited to the terms of this agreement.

Cancellation Policy
• Full refund if canceled within 7 days of signing
• Prorated refunds issued based on unused months minus $50 administrative fee
• 30-day written notice required for termination
• Refunds may be considered for relocation outside service area

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Emergency Services
Emergency services are not included but will receive a 10% discount on standard labor rates.

Fuel Availability Policy
Customer must ensure adequate fuel supply prior to service.
If service cannot be performed due to insufficient fuel, a one-hour labor fee will be applied.

Acceptance

Customer Signature: _____
Date: _____

Service Provider Signature: _____
Date: _____

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