

Basic 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

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:

System Inspection:

- Visual check of indoor and outdoor units for signs of wear or damage.
- Verify proper refrigerant levels.

Cleaning Services:

- Remove and clean air filters.
- Clean coils, fans, and condensate drain lines to prevent buildup.

Performance Tests: For heating and cooling

- Test system startup and shutdown functions.
- Check airflow and thermostat calibration.

Electrical and Mechanical Checks:

- Inspect and tighten electrical connections.
- Ensure proper function of compressors and fan motors.

Additional services may be requested, subject to additional fees.

Payment Terms

- **Total Annual Fee:** \$225.00 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:** \$425.00
- **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 \$800.00 3 year \$1100.00
- **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.