



Maintenance Service Agreement

Call Wagner Plumbing and Heating at

(401) 228-8950 / www.wagnerplumbingservices.com

Put your Plumbing/Heating Worries to Rest!

Customer Information:

Customer: _____

Business: _____

Street: _____

City: _____ State: _____ Zip Code: _____

Phone No. _____

Email: _____

Service Property Type: Residential Business

Service Property Address: Street: _____

City: _____

State: _____ Zip Code: _____

I am a:

New Customer Returning Customer

Service Agreement:

Yes, I want Maintenance Service Agreement/s for my:

- Plumbing System \$175.00 Heating System \$225.00
- Air Conditioning System \$175.00 All three systems \$500.00
- Plumbing and Air Conditioning Systems \$325.00
- Heating and Air Conditioning Systems \$375.00
- Plumbing and Heating Systems \$375.00

Cost: \$ _____

Payment Type:

Credit Card Cash Check

Service Agreement Effective From _____ through _____

Customer's Signature _____ Date _____

Maintenance Services

Sign up for one annual preventative maintenance on service/s of your choice.

Plumbing System \$175.00

Inspect for inside/outside faucet leaks, outer pipe corrosion, drains, washing machine hose connections, and exposed hot/cold water supply lines.

Heating System \$225.00

Steam Boiler – Inspect pressure release valves and site glass for sediment buildup. Ensure proper tagging.

Baseboard – Inspect feeder valve and ensure proper tagging.

Gas Furnace – Replace air filter and ensure proper tagging.

Hot Water Heater - Inspect water heater shut off valves and ensure proper tagging.

Air Conditioning System \$175.00

Inspect temperature splits and condensation drain pipe. Change air filter and clean outdoor condenser coil.

Customer Service Benefits

- Manufacturer's warranty on all products, equipment, and materials
- Fast response times
- One-year warranty on all labor
- Priority emergency service
- No overtime service charge
- Value rate on labor and materials
- Waive diagnostic fees

For terms, conditions, exclusions and disclaimers please see Page 2.



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Terms and Conditions

- The effective date of this agreement and renewals is the date of receipt of payment.
- This agreement is non-refundable.
- G.W. Wagner Plumbing and Heating, LLC (GWPH) will perform inspection of the designated system/s as stated on Page 1 of the Maintenance Service Agreement (MSA). Maintenance inspections are applied to the designated system/s selected on the MSA only and cannot be transferred to another system within the contract year. All MSA customers requiring repair service are billable at value rates as listed in our pricing manual. GWPH will waive diagnostic fee for contract holder for service request at address specified on MSA during normal business hours only. GWPH reserves the right to charge diagnostic fee for service calls unwarranted and/or excessive during contract year. Normal diagnostic fees apply for service calls after hours, weekends, and holidays.
- The rates for agreement may be adjusted at the discretion of GWPH to reflect current cost, warranties, system types independent of standard norms, and/or copious number of fixtures and systems to be covered within standard household/business norms.
- Under the conditions of this agreement, you, the homeowner of the covered location, agree to the following terms.
 - Operate covered equipment according to manufacturer's and our technicians' recommendations.
 - Promptly notify GWPH of any unusual operating conditions of covered equipment.
 - Schedule annual maintenance inspections; GWPH will not reimburse maintenance service agreement checks not scheduled within the contract year.
 - Permit only GWPH service personnel to perform maintenance or repairs on the plumbing and heating system unless otherwise advised by GWPH.
- Maintenance Service Agreement inspections will be scheduled Monday through Friday between 8:30AM and 4:00PM, with the exception of holidays.
- Any repairs deemed necessary will be reported to the owner. These repairs are billable at the value rate listed in our pricing manual. (Should the MSA purchased and paid for at the time of repair, the value rate will be applied and this inspection will constitute as your first year's maintenance check for that particular system).
- Payment for services rendered is due on the day of completion of service.
 - Outstanding balances over 30 days will be subject to a finance charge of 15% APR.
 - No services will be rendered under this agreement for a customer with an outstanding balance to GWPH greater than 30 days.
- Under this agreement, GWPH will provide a qualified technician to check selected system on MSA once per contract year, scheduled Monday through Friday between 8:30AM and 4:00PM. GWPH will email a reminder to schedule a maintenance service visit. However, it is the responsibility of the homeowner to notify GWPH of desired dates for maintenance service; GWPH recommends scheduling at least two weeks in advance. You can schedule service by calling (401) 228-8950 or filling out our service request form on our website. www.wagnerplumbingservices.com
- If you cannot make a previously scheduled appointment, a 24-hour cancellation notice is required. If we are not able to access your home or 24 hours cancellation notice is not provided, \$85.00, the standard Service Call fee, will be charged.
- During extreme weather conditions maintenance service checks may be rescheduled to accommodate customers without heat or hot water.
- GWPH reserves the right to reject any service agreement for any reason or if upon inspection by our technician, equipment is found to be in poor operating condition.

Exclusions and Disclaimers

- Under the Maintenance Service Agreement, GWPH inspection excludes exterior plumbing, well pumps, non-accessible/hidden pipes, motors or electrical wiring for jetted tubs, appliances, oil boilers, polybutylene piping and derivatives thereof.
- All plumbing and heating repairs will be billable at value rate pricing.
- GWPH reserves the right not to replace parts and equipment, even if they are covered under a manufacturer's warranty, in the event that replacement will not correct the problem or will cause damage to the part or equipment in question.
- GWPH cannot cover or be held liable for the following under this agreement.
 - Acts of Nature.
 - Work performed or materials provided by individuals or companies other than G.W. Wagner Plumbing and Heating, LLC. GWPH reserves the right to terminate any of the obligations of this agreement if this occurs.
 - Repairs to products beyond their useful life, for cosmetic purposes, or to parts no longer available.
 - Work or changes which at some future date may be required by government codes or insurance.
 - Freight or shipping charges for special order, rush order, or other parts.
 - Energy or fuel costs associated with the covered equipment's operation.
- GWPH and its agents are not qualified mold, mildew, or fungus inspectors. Under this agreement, GWPH and its agents expressly disclaim any duty to inspect mold, mildew, fungus, or any combination thereof, on or around any equipment covered by this agreement. GWPH and its agents will be held harmless for any damages, including special damages and consequential damages, caused by the presences or growth of mold, mildew, fungi, or any combination thereof that is due to or related to equipment or failure of equipment covered by this agreement.
- The services to be performed under the MSA are not a guarantee against normal wear, obsolescence, or malfunctioning due to misuse or negligence, nor shall inspections be construed as an approval or guarantee of the condition of equipment. Any modification of these terms and conditions, written or otherwise, renders the agreement null and void. G.W. Wagner Plumbing and Heating, LLC is not an insurer and will not be held liable for any and all special or consequential property damages due to or related to equipment or failure of the plumbing system, including water damage due to leaks from condensate lines, indoor coils, or water lines. Furthermore, G.W. Wagner Plumbing and Heating, LLC will not be held liable for a home not continuously occupied or damages that occur during an extended period of time in which a home is vacant. Upon acceptance of this agreement, the customer warrants that all work areas are free of hazards (asbestos, insects, poison ivy, chemicals, mold, etc.) and to clear or have cleared the property of any hazards or debris that would impede or prohibit any expeditious, professional installation or repair. In the event that a hazard is discovered during the course of work, all work shall cease until the customer has taken proper abatement of the hazard at the customer's expense. Work will be performed unless postponed by strikes, accidents, extreme weather, acts of God or other delays uncontrollable by the company. This agreement represents the entire agreement of the parties with respect to the services bargained for. This agreement supersedes any previous or contemporaneous agreements, conditions, and understandings, whether oral or written. Any disputes arising under the agreement will be governed by law of the State of Rhode Island and Massachusetts. The customer agrees to pay reasonable attorney fees as part of any judgement against him/her, their representative or their estate arising from the enforcement of this agreement or invoice. If any statement or clause of this agreement is held unenforceable, it shall not negate any other clause or statement contained herein.