



**HEATING & COOLING SERVICE AGREEMENT**  
**\$19 PER MONTH**  
*Applies to 1 Heating System & 1 Cooling System*

**HEATING ONLY SERVICE AGREEMENT**  
**\$12 PER MONTH**  
*Applies to 1 Heating System*

P.O. Box 655, Feeding Hills, MA 01030-0655

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# Residential Service Agreement

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Unit Location:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Cell:** \_\_\_\_\_

**Email:** \_\_\_\_\_

EQUIPMENT	MAKE	MODEL#	SERIAL#	FILTER SIZE

**NOTES:**

In addition to our precision tune-up and professional cleaning services, we will provide you with an emergency answering service that operates 24 hours a day. If other repairs are needed at the time of or between the regular visits, you will be billed 10% less than our regular price. All repairs will be approved by you beforehand. Countywide Mechanical Services Inc., reserves the right to cancel this contract and refund amount received after making the first call, should our inspection determine that the equipment is in such condition as to prevent customer from receiving service applicable to this contract.

- TWICE A YEAR**
- Check Electrical Connections
  - Check Safety Controls
  - Check Thermostat
  - Check Blower / Fan
  - Check Air Flow
  - Measure Amp Draw

- SUMMER**
- Clean Condenser
  - Check Evaporator Coil (if accessible)
  - Check Refrigerant Lines
  - Check Start and Run Capacitors and Relays
  - Check Refrigerant Level
  - Check / Clean Condensate Drain

- WINTER**
- Clean Burners
  - Carbon Monoxide Check
  - Check for Proper Venting
  - Check Manifold Pressure
  - Check Boiler Operations, including Pumps and Aquastat Relays
  - Check Pressure / Expansion Tanks
  - Check Heat Exchanger / Brush Out / Vacuum if accessible.
- \*Soot removal not included.*

**Our Commitment to You.**

**10% Discount on ALL Repairs (excludes diagnostics) • Smoother Quieter Operation**  
**Carbon Monoxide Safety Check • Extended Life of the Unit**  
**Piece of Mind**

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **Joining our maintenance agreement plan makes you a Service Partner.**

### **What benefits will you enjoy as our Service Partner?**

- Priority Service. You are our top priority and jump to the head of the line when you call for help! Your project will be scheduled ahead of others. This applies to routine and emergency calls.
- 10% Discount. Using C.A.P. (Customer Assurance Pricing) You will receive a 10% discount off the bottom line on our services for as long as our relationship remains effective.
- Trusted Professionals. Your CountyWide technician is not only trained to care for your equipment; he/she is trained to care for you and your home. Take comfort knowing our technicians are drug-tested and background checked. First rate providers are all we will allow into your home. We will also follow up to make sure everything works exactly as you expected!
- 100% Satisfaction Guarantee. We promise your complete satisfaction - GUARANTEED! If you are not fully satisfied, let us know and we will make it right or you don't pay!
- Transferable. Your Service Partner agreement can either be transferred to your new home, or to the buyer of the home you are selling. It's your choice! \* Some restrictions apply.
- On-Going Safety Inspections. Your complete peace of mind is our priority. We will assess your home's HVAC systems to ensure they comply with local safety and building codes. We will alert you of any safety concerns immediately. You will receive a detailed report of our findings and we will explain any concerns. We will alert you to potential emergencies before they become disruptive problems. Any minor adjustments will be done for free! We even call to schedule your appointments so you won't have to worry about it.

### **Additional Heating & Cooling Service Benefits**

- High-Performance Tune-ups. Regularly scheduled service can reduce system breakdowns by 95% and lower your utility bills by 25%!
- Relax, We'll Call You! We will call you to schedule your tune-up, so you don't have to worry about it.

This agreement becomes effective when signed by the consumer and accepted by our representative. The terms that constitute our entire agreement are located below.

### **We agree to:**

- Inspect the equipment on a scheduled basis as shown and during each inspection perform the applicable services and furnish a copy of the inspection report to you upon completion.
- 10% off using CUSTOMER ASSURANCE PRICING for all repairs to equipment under agreement.
- Instruct you in the operation of the equipment.

### **You agree to:**

- Operate the equipment system according to our instructions.
- Promptly notify us of any unusual operating conditions of the equipment and/or plumbing/electrical system.
- Permit our personnel the use of your common building access equipment such as ladders, hatchways etc... And to provide apparatus such as ladders where necessary to access any mechanical equipment to be serviced.
- Permit only our service personnel and/or service organization by us to work on the equipment system.

### **Exclusions:**

- We shall have no liability or responsibility under this agreement for the following:
- Heat exchanger which is not covered by manufacturer warranty.
- Compressor, accumulators, and reversing valves that are not covered by manufacturers warranty.
- Labor for customer supplied parts and equipment.
- Structural or cosmetic alterations to the premises within which the equipment covered is installed,

- necessary for service or parts repair or replacement as provided for in this agreement.
- Water supply and drain beyond equipment cabinet.
  - Electrical service beyond the equipment disconnect switch.
  - Moving or relocating this equipment.
  - Any damage due to unexpected freezing.
  - Work made necessary by the enforcement of laws, regulations, building codes, permits, union regulations, etc.
  - Devices and controls not supplied by us unless otherwise expressly specified in the agreement. We are not responsible for failure or damage to equipment or premises due to improper fuel, supply, or improperly treated water supply.
  - Repairs to products beyond their useful life, for cosmetics purposes, or to which parts are no longer available.
  - Any and all special and consequential property damages due to or related to equipment or failure of same.
  - Aluminum coils beyond original manufacturers warranty.
  - Evaporator coil's drain pan not covered by manufacturer's warranty.
  - Water heating system vents, traps, and valves.
  - Gas pipe beyond the equipment cabinet.
  - Disposable items such as: filters, pads, etc. or failures associated with poor maintenance and upkeep of such are not covered by this agreement.
  - Pre-existing conditions that could have or should have been repaired prior to the implementation of the service agreements.
  - Fuel Oil Systems Excluded at this time.

**Conditions:**

The only parties to this agreement are the customer and CountyWide Mechanical Services. The time, means and methods to be employed by us in the performance of this agreement are solely within our discretion. Repair or replacement of defective materials, parts, or units is solely within our discretion. This agreement shall be void if the covered equipment, in our judgment, has been subject to misuse, abuse, negligence, accident, fire, lightning, windstorm, or vandalism, or if the equipment has been tampered with or altered in any way or operated contrary to the manufacturer's instructions.

Any repairs resulting from any cause other than those within the equipment warranty shall be billed by us using Customer Assurance Pricing.

THE SERVICES TO BE PERFORMED UNDER THIS AGREEMENT ARE NOT A GUARANTEE AGAINST OBSOLESCENCE OR NORMAL WEAR, NOR SHALL INSPECTIONS BE CONSTRUED AS AN APPROVAL OR GUARANTEE OF THE CONDITION OF THE EQUIPMENT. THE WARRANTIES AND OBLIGATIONS SET FORTH HEREIN ARE IN LIEU OF ALL OTHER WARRANTIES AND LIABILITIES EXPRESSED OR IMPLIED IN LAW OR IN FACT INCLUDING THE IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS FOR PARTICULAR USE. WE RESERVE THE RIGHT TO CHANGE THE TERMS OF THIS AGREEMENT WITHOUT NOTICE.

**Termination:**

This agreement may be terminated upon nonpayment of any amount, when due. It may also be terminated by either party with a 30 day written notice. Unearned premiums may be refunded but shall not include the month of termination. If we terminate this agreement, coverage shall cease immediately and we shall have no further obligation of any nature whatsoever.

**Signature:**

**Date:**

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