

COMPLIMENTARY WATER HEATER INSPECTION AT SAME TIME AS FALL MAINTENANCE

CHOOSE THE MAINTENANCE AGREEMENT FOR YOUR EQUIPMENT NEEDS

THE SILVER PLAN

PREVENTATIVE MAINTENANCE – PRIORITY EMERGENCY SERVICE
DISCOUNTED DIAGNOSTIC FEE. DISCOUNT ON ALL PARTS

PREVENTATIVE MAINTENANCE

TWO MAINTENANCE CALLS WITH IN YOUR CONTRACT YEAR –
ONE EACH HEATING AND COOLING

PURPOSE

TO INSPECT AND TO ADVISE YOU OF ANY NEEDED REPAIRS (NO REPAIRS
TO BE MADE WITHOUT YOUR APPROVAL). TO PREVENT BREAK DOWN AND
MAINTAIN EFFICIENCY.

OUR MAINTENANCE INSPECTIONS
INCLUDE THE FOLLOWING BUT NOT LIMITED TO:

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| COMPRESSOR PRESSURE | PROPER VOLTAGE |
| PROPER REFRIGERANT | CHECK OVERALL CONDITION |
| BRUSH CLEAN INDOOR COIL | CLEAN FILTERS |
| HEAT EXCHANGERS | BURNERS |
| ELECTRICAL CONNECTIONS | INSPECT CONDENSOR COILS |
| ELECTRIC STRIP HEATERS | MOTORS & LUBRICATE |
| CONDENSATE PUMP | VIBRATIONS & NOISES |
| FAN LIMIT SWITCH | THERMOSTAT |
| CONDENSATE DRAINS | SAFETY OF SYSTEM |
| CONTACTORS & RELAYS | BLOWER ASSEMBLY |

PRIORITY EMERGENCY SERVICE

SHOULD YOU HAVE A BREAKDOWN, OUR OWN DISPATCHED SERVICE
TECHNICIANS WILL RESPOND TO YOUR CALL AS A PRIORITY SERVICE CALL.

WHEN YOU BECOME AN R.A. DOBSON PREFERRED MAINTENANCE POLICY
HOLDER YOU ARE ENTITLED TO A DISCOUNT ON ALL PARTS. PARTS
PRICES ARE BASED ON OUR CURRENT PRICE LIST.

THE GOLD PLAN

FULL COVERAGE – PREVENTATIVE MAINTENANCE
PRIORITY EMERGENCY SERVICE – LABOR FOR ONE YEAR
REPLACEMENT OR REPAIR OF PARTS

PREVENTATIVE MAINTENANCE
(SAME AS SILVER PLAN)

PRIORITY EMERGENCY SERVICE
(SAME AS SILVER PLAN)

AFTER HOURS, WEEKEND, HOLIDAYS AT ADDITIONAL CHARGE

LABOR FOR ONE YEAR

REPLACEMENT OR REPAIR OF PARTS

**THE COMPRESSOR, HEAT EXCHANGER, COILS, REFRIGERANT,
FUSES AND OCCASIONAL CIRCUIT BREAKER TRIPPING CAUSED BY
FLUCTUATION OF POWER CANNOT BE COVERED BY THIS POLICY.

ACCESSORY COVERAGE * HUMIDIFIERS, ELECTRONIC AIR CLEANERS, ULTRA-
VIOLET LIGHTS AND DUCTWORK ZONING SYSTEMS MAY BE COVERED UNDER
EITHER PLAN AT AN ADDITIONAL CHARGE PER UNIT. THIS COVERS LABOR FOR
REPAIRS ONLY, PARTS WILL BE AT DISCOUNTED PRICE.

TERMS AND CONDITIONS

IT IS MUTUALLY AGREED THAT THIS POLICY COVERS ONLY ELETRICALLY OPERATED UNITS INSIDE THE EQUIPMENT AND DOES NOT COVER ELECTRICAL OR PLUMBING WORK BEYOND THE UNITS OR WORK REQUIRED DUE TO THE NEGLIGENCE OR MISUSE OF THE EQUIPMENT OR BECAUSE OF FIRE, FLOOD, ACTS OF GOD, SABOTAGE OF ELECTRICAL, GAS OR WATER SUPPLY OR DAMAGE CAUSE BY FREEZING OR CIRCUMSTANCES BEYOND OUR CONTROL. R.A. DOBSON RESERVES THE RIGHT TO REJECT ANY POLICY IF AN INSPECTION BY OUR SERVICE TECHNICIANS FINDS THE EQUIPMENT IS IN SUCH CONDITION THAT SERVICE WILL BE UNSATISFACTORY TO BOTH PARTIES. FOR GOLD PLAN, EQUIPMENT MUST BE BROUGHT UP TO INDUSTRY STANDARDS AT THE CUSTOMER'S EXPENSE BEFORE ACCEPTANCE OF POLICY AT THE TIME OF THE FIRST MAINTENANCE CHECK. R.A. DOBSON SHALL NOT BE RESPONSIBLE FOR SYSTEM DESIGN OR PERFORMANCE IN MAINTAINING DESIGN CONDITIONS EXCEPT THROUGH FAILURE OF EQUIPMENT COVERED HEREIN. ALL SERVICE WILL BE PERFORMED DURING REGULAR WORKING HOURS (MONDAY THRU FRIDAY, 7:30 – 4:00). SERVICE RENDERED OUTSIDE OUR REGULAR WORKING HOURS WILL BE CHARGED AT OVERTIME RATES. OBSERVED R.A. DOBSON HOLIDAYS WILL BE AT OVERTIME RATES. IT SHALL BE AT THE DISCRETION OF R.A. DOBSON TO REPAIR OR REPLACE DEFECTIVE MATERIALS AND PARTS. IN THE EVENT ANY OR ALL OF THE EQUIPMENT IS NOT, IN OUR OPINION, ECONOMICALLY REPAIRABLE, R.A. DOBSON WILL QUOTE THE REPLACEMENT COST. UNTIL REPLACEMENT HAS TAKEN PLACE, NO FURTHER SERVICE WILL BE PERFORMED.

THIS POLICY IS FOR LISTED ADDRESS ON THIS AGREEMENT ONLY. ANY CHANGES, ADJUSTMENTS OR REPAIRS MADE BY OTHERS, UNLESS AUTHORIZED OR APPROVED BY R.A. DOBSON IN WRITING, SHALL TERMINATE ITS OBLIGATION HEREUNDER. R.A. DOBSON WILL NOT BE REQUIRED TO FURNISH WITHOUT EXTRA COST ANY ITEMS OF MATERIAL, LABOR OR EQUIPMENT WHICH ARE RECOMMENDED OR REQUIRED BY LOCAL CODE REGULATIONS, INSURANCE COMPANIES, GOVERNMENT, STATE, MUNICIPAL OR OTHER AUTHORITIES. UNNECESSARY OR NUISANCE CALLS BEYOND THE SCOPE OF THIS CONTRACT WILL BE CHARGED AND PAID BY THE PURCHASER AT THE PREVAILING SERVICE RATES. EXAMPLES: FUSES, DIRTY FILTERS, DIS-CONNECTS, MANUAL RESET SWITCHES, OPERATOR ERROR ETC. R.A. DOBSON WILL ENDEAVOR TO RENDER PROMPT AND EFFICIENT SERVICE HEREUNDER, BUT IT IS EXPRESSLY AGREED THAT R.A. DOBSON SHALL IN NO EVENT BE LIABLE FOR DAMAGE OR LOSS CAUSED BY DELAY OR ANY LOSS ARISING OUT OF PERFORMANCE OF THIS AGREEMENT.

R.A. DOBSON MAKES EVERY EFFORT TO CONTACT THE POLICY HOLDER TO SCHEDULE THEIR MAINTENANCE CALL. IT IS THE RESPONSIBILITY OF THE AGREEMENT HOLDER TO SCHEDULE THE CONTRACT MAINTENANCE CALLS ALONG WITH UPDATING CONTACT INFOMATION.

THIS CONTRACT COVERS TWO MAINTENANCE CALLS (ONE HEATING AND ONE COOLING) DURING THE CONTRACT DATES.

NO REFUNDS WILL BE GIVEN FOR UNSCHEDULED MAINTENANCE. THIS POLICY IS AUTOMATICALLY RENEWED FROM YEAR TO YEAR BY PAYMENT OF INVOICE.

