



HEATING • AIR CONDITIONING

FAMILY OWNED AND OPERATED SINCE 1975

www.radobson.com

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PREFERRED MAINTENANCE AGREEMENT

POLICY #:

Proposal for:

Name

Date

Street

City

State

Zip

Phone (H)

Phone (C)

Email _____

WE PROPOSE TO: Furnish a **MAINTENANCE AGREEMENT** on the following equipment:

☐ Heat Pump ☐ Air Conditioning ☐ Furnace ☐ Boiler

DESCRIPTION	MANUFACTURER	MODEL NO.	SERIAL NO.

Which includes all services listed on the back side of this agreement according to PLAN selected.

BENEFITS OF

R.A. DOBSON, INC.

MAINTENANCE AGREEMENT POLICY

PEACE OF MIND: MAINTENANCE OF YOUR HEATING AND COOLING SYSTEM TWICE A YEAR KEEPS IT RUNNING AT PEAK EFFICIENCY. POTENTIAL PROBLEMS ARE SPOTTED BEFORE THEY CAUSE TROUBLE.

TRAINED TECHNICIANS: COMPETENT, TRAINED, DEPENDABLE STAFF OF EXPERTS WILL PERFORM MAINTENANCE ON YOUR EQUIPMENT TWICE A YEAR. OUR TECHNICIANS ARE TRAINED AND CERTIFIED BY THE LEADING MANUFACTURERS IN OUR INDUSTRY.

PREFERRED TREATMENT: PLANNED MAINTENANCE INCREASES SYSTEM RELIABILITY BUT SHOULD YOU NEED EMERGENCY SERVICE, OUR PREFERRED MAINTENANCE POLICY CUSTOMERS ARE GIVEN PREFERRED TREATMENT WHEN THEY DO HAVE A PROBLEM.

LONGER PRODUCT LIFE: REGULAR MAINTENANCE ON MECHANICAL EQUIPMENT PROLONGS ITS LIFE. IT ALSO KEEPS THE EQUIPMENT AT ITS PEAK EFFICIENCY. .

SAFETY: PERIODIC MAINTENANCE INSURES UNITS TO BE OPERATING SAFELY

CHOICE OF PROGRAM: YOU SELECT THE PROGRAM THAT BEST SUITS YOU AND YOUR EQUIPMENT. SELECT FROM TWO DIFFERENT PLANS, LISTED ON THE BACK OF THIS AGREEMENT.

SERVICE YOU CAN TRUST: OUR HIGHLY TRAINED STAFF OF EXPERTS KNOW THEIR BUSINESS. FEEL AT EASE KNOWING THAT R.A. DOBSON HAS MADE MAJOR INVESTMENTS IN TRAINING, TOOLS, TRUCKS AND OTHER EQUIPMENT TO ASSURE OUR MAINTENANCE AGREEMENT POLICY HOLDERS PROMPT AND EFFICIENT SERVICE AT A MINIMUM COST.

TERMS: (SEE BACK FOR CHOICE OF PLANS & CONDITIONS)

PLAN SELECTED _____ \$ _____

_____ EXTRA PER ACCESSORY ITEM \$ _____

_____ \$ _____

_____ \$ _____

_____ \$ _____

TOTAL COST _____ \$ _____

CHARGE MY CREDIT CARD: ☐ MasterCard ☐ VISA EXP. DATE _____

CARD NO. _____ APPROVAL NO. _____

SEC# _____ STATEMENT ZIP _____

THIS PROPOSAL AND THE TERMS ON THE REVERSE SIDE HEREOF CONSTITUTE OUR ENTIRE AGREEMENT. THIS PROPOSAL BECOMES A CONTRACT UPON WRITTEN APPROVAL BY OUR AUTHORIZED REPRESENTATIVE AND YOU OUR CUSTOMER WITH THE ISSUING OF MONIES IN THE AMOUNT OF _____. THIS PREFERRED MAINTENANCE POLICY WILL RUN FOR 12 MONTHS BEGINNING THRU _____. THIS POLICY WILL AUTOMATICALLY BE RENEWED FROM YEAR TO YEAR BY PAYMENT OF INVOICE UNLESS CANCELLED BY EITHER PARTY. NO REFUNDS WILL BE GIVEN FOR UNSCHEDULED MAINTENANCE FOR ANY REASON.

R.A. DOBSON AUTHORIZED REPRESENTATIVE

DATE

CUSTOMER SIGNATURE

DATE

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:

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 ELECTRICALLY 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 CAUSED 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 INFORMATION.

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.

