

Service Department

ServicePLUS Terms and Conditions

A. **Benefits**

1. **Safety:** Periodic maintenance ensures unit is operating safely. We check electrical connections, heat exchangers, and safety devices for proper operation.
2. **Peace of Mind:** Keep your system running at peak, trouble-free efficiency and spot potential troubles before they cause problems.
3. **Dependable Staff of Experts:** Experienced and trained service department dedicated to maintaining and repairing all types of HVAC equipment. We are licensed, insured, and a drug-free company.
4. **Priority Service:** In the event you need emergency service our ServicePLUS agreement customers are given priority status.
5. **Emergency Service:** Our phones are answered 24 hours a day and we always have a technician on call.
6. In the event you have a problem, your repair rate is locked in and guaranteed at a discount. Our repair rates are posted on our website, so you always know what to expect.
7. 15% Off Repairs
8. Two comprehensive inspections each year
9. No overtime charges
10. No service call fee
11. 5% Discount on equipment and accessories

B. **Coverage Provided Under Agreement**

Roger L Newman Co will perform thorough inspections on the heating and cooling system twice yearly on the equipment listed on the front page.

These services will be scheduled at the customer's convenience during regular business hours, Monday through Friday, excluding holidays. Roger L Newman Co will provide a copy of the technician's work as verification.

Your repair calls will be scheduled on a preferential customer basis.

Roger L Newman Co will maintain records on all equipment to expedite repair parts acquisition and to establish equipment operational histories. It is mutually agreed that this policy only covers electrically operated parts inside the equipment and does not cover electrical or plumbing work beyond the units or work required due to negligence or misuse of the equipment or because of flood, fire, acts of God, sabotage of electrical, gas, or water supply or damage caused by freezing or circumstances beyond our control.

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, circuit breakers, dirty filters. Remedial repair service will be performed upon your authorization at prevailing service rates.

Roger L Newman Co shall not be liable for loss or damage caused by failure or delay in performing service; nor for any loss or damage arising out of our performance of this agreement in excess of the sum paid by you for the agreement.

The agreement does not give rise to any warranty for the continued operations of your equipment, but it does assure you that potential problem areas will be examined by a qualified technician.

Our repair work carries a (1) year parts and labor limited warranty. We are not responsible under this agreement for deficiencies in system design or system comfort performance.

Either party may terminate this agreement upon thirty (30) days written notice. A refund will be made on a pro-rated basis with a deduction for work already performed.