

Heating & Air Conditioning

Sales • Service • Installation

P.O. Box 1285

Waldorf, MD 20604

(301) 843-7477 – (703) 591-1676 – Fax (301) 843-2165

Valued Customer Maintenance Agreements

The purpose of the maintenance agreement is to inspect your heating and cooling system and advise you of any needed repairs to prevent breakdown and maintain efficiency. No repairs will be made without your approval. A service inspection may be needed for all equipment that is out of warranty prior to issuance of a Maintenance Agreement. "Out of Warranty" equipment must be brought up to our standards at the owner's expense.

Bronze Maintenance Only Agreement (\$159.90 per year per zone)

Planned Maintenance, two maintenance calls each year; one for the heating and one for the cooling season. Our inspection includes the following checks:

Proper Refrigerant	Visible Leaks	Electric Strip Heater	Gas Value & Gas Pressure
Heat Exchanger	Motor & Lubricate	Thermostat	Proper Voltage
Burner's	Safety of System	Carbon Monoxide	Electrical Connections
Fan Limit Switch	Flame (Color)	Defrost Cycle	Blower Assembly
Inspect & Flush Condensate Drain		Electric Connections	Temp Rise

Silver Maintenance & Labor Agreement \$300.00 per year for 1st zone. Each additional zone \$225.00.

This is for the customer currently under Manufacture 5 or 10 year parts warranty.

Includes maintenance service twice a year, plus priority emergency service and labor for one (1) year.

Gold Maintenance, Labor and Parts Agreement \$425.00 per year for 1st zone. Each additional zone \$320.00.

This is for the customer currently out of Manufacture parts warranty.

Includes Maintenance Agreement's inspection and repair of parts at no charge.

Coverage Excludes: Heat Exchangers, Compressor, Indoor and Outdoor Coils.

Our inspection includes the following checks

Proper Refrigerant	Visible Leaks	Electric Strip Heater	Gas Value & Gas Pressure
Heat Exchanger	Motor & Lubricate	Thermostat	Proper Voltage
Burner's	Safety of System	Carbon Monoxide	Electrical Connections
Fan Limit Switch	Flame (Color)	Defrost Cycle	Blower Assembly
Inspect & Flush Condensate Drain		Electric Connections	Temp Rise

Labor for the life of the policy: there is no charge for any labor to repair the unit or replace parts. Brush cleaning of coils are covered by the labor portion, chemical cleanings are an additional charge (please be sure to change your systems filter every month to prevent needing coil cleaned).

Please note that the heat exchanger, compressor, indoor and outdoor coils and thermostats are not covered by this contract. These major parts will be discounted and will be offered on replacement systems to our contract holders.

Priority Emergency Service-Should you have a breakdown our service technicians will respond to your call as a priority service call. We serve our preferred service policy customer first

Accessory Coverage-Humidifiers, Electronic Air Cleaners, Condensate Pumps, Clock Thermostats, automatic flue dampers may be covered under the gold service plan for an additional charge

STANDARD COVERAGE AGREEMENT

Fall & Spring Efficiency Test and Preventive Maintenance

Fall maintenance services on heating system to help prevent breakdown and maintain efficiency of your system. Spring maintenance services on air conditioning system to help prevent breakdown and maintain efficiency of your system.

Priority Emergency Service

In case of breakdown, our dispatched service technicians will respond to your call as a priority service call, as often as necessary.

It is the customer's responsibility to contact us for routine service work.

Recovery, Transportation, and Disposal of CFC (refrigerant), and servicing equipment not covered by this agreement will require an additional charge.

Filters are not covered under any maintenance agreement, the homeowner is responsible to change the filter (s) each month.

General Provisions

This is a Limited Maintenance Agreement.

It is agreed that TMS, INC. will take care in performing the above services, but shall not be liable for failure to discover conditions necessitating repairs or replacement, nor shall any inspection be construed as an approval or guarantee of the condition of the equipment. In no event shall any claim for consequential damages be made by either party.

We shall not be required to furnish any equipment or items that may be recommended or required by insurance companies, government, state or municipal authorities.

It shall be at the discretion of TMS, Inc. to repair or replace defective material and parts. In the event any or all of the equipment is not, in our option, economically repairable, TMS, Inc. will quote a replacement cost. Until replacement has taken place, no further service will be performed. Equipment over seven years old may be declined for Extended Service Maintenance Agreement but a discount for a replacement system will be offered.

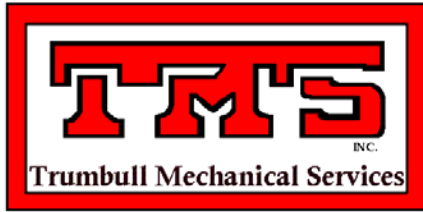
A service inspection may be needed for all equipment that is out of warranty before a maintenance agreement will be written. The OUT-OF-WARRANTY equipment must be brought up to proper standards at the owner's expense.

This agreement, its price and performance, are all subject to delays or inability to perform work caused by or resulting from the scarcity of labor or materials, strikes, either on the work done or on the agreement, or any other work affecting same, directly or indirectly, lockouts, accidents, fire, floods, breakdown, war, riots, rebellion, lack of material, delays of transportation, acts of government or any government agency, judicial authority, acts of God or any other cause beyond the control of TMS, Inc. This agreement covers the complete understanding between the parties of TMS, Inc.

No verbal representations shall be binding.

TMS Inc. contracts are non refundable.

Customer Copy



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Name: _____

Address: _____

City: _____

State: _____ Zip Code: _____

Home #: _____

Work #: _____ Other # _____

E-mail Address: _____

VALUED CUSTOMER MAINTENANCE AGREEMENTS

Bronze Maintenance Only Agreement (\$159.90 per year per zone)

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Gold Maintenance, Labor and Parts Agreement \$425.00 per year for 1st zone. Each additional zone \$320.00.

This is for the customer currently out of Manufacture parts warranty. Includes Maintenance Agreement's inspection and repair of parts at no charge.

Coverage Excludes: Heat Exchangers, Compressor, Indoor and Outdoor Coils.

Priority Emergency Service

In case of breakdown, our dispatched service technicians will respond to your call as a priority service call, as often as necessary. From October 15 through April 15, calls concerning no heat will be taken until 10:00 pm EST, daily, including weekends. Other service will be performed during regular working hours. It is the customer's responsibility to contact us for routine service work.

Equipment Covered (Residential Systems Only) Gas Furnaces, "A" Coil, Air Conditioners Units, Air Handlers Electric Back Up Heaters, Heat Pumps Units.

Optional Coverage *Only Available with Extended Service Agreement

	<u>YES</u>	<u>NO</u>
PROGRAMMABLE THERMOSTATS.....\$39.50 EACH Coverage replacement in the event of failure.	_____	_____
HUMIDIFIERS.....\$39.50 EACH Coverage replacement parts (not to exceed cost of Humidifier, does not include replacement pads)	_____	_____
ELECTRONIC AIR CLEANERS.....\$39.50 EACH Coverage replacement parts (not to exceed cost of Air cleaner.)	_____	_____
ZONE DAMPER SYSTEM.....\$89.50 EACH Coverage replacement parts (not to exceed cost of Damper System.)	_____	_____

This agreement will provide the above selected coverage once payment and signed contract are received for a period of ONE YEAR.

Acceptance by Customer: _____ Date Accepted: _____

*****PLEASE REMIT THIS COPY WITH YOUR PAYMENT***** (Revised 09.15.11 ads)