



Planned Maintenance Agreement

Customer Name:		Phone:	
Address:			
City:		State:	MD
Email Address:		Current Agreement Expires	
Equipment Location:			

PROGRAM BENEFITS	Budget	Performance	Premier
System Inspection (semi-annually)	✓	✓	✓
Service & Clean (semi-annually)	✓	✓	✓
Reminder Service	✓	✓	✓
50% Discount Diagnostic Fee		✓	✓
No Overtime Charges		✓	✓
Priority Service Status		✓	✓
25% off Repairs Parts and Labor		✓	✓
Free Part Replacement (listed below)*			✓
Free Labor Replacement (listed below)**			✓
Replacement System Discount	-	5%	10%
Annual Investment (single system homes)	\$216	\$288	\$384
Monthly Investment (per system)	\$18	\$24	\$32
Multi-system Discount Price per unit (only if paid in full)	\$210	\$259	\$346

~ Inspections and servicing are dependent on the system type.

System Inspection

Indoor Coil, Outdoor Coil, Compressor Amperage, Fan Motor, Contactor, Capacitors, Refrigeration Levels, Back-up Heat, Fan Blades, Blowers, Temperature Readings, Overload and Safety Controls, Blower Wheel, Inducer Motors, Gas Pressure, Burner Tubes, Ignitor, Flame Sensor, Pressure Switch, Limit Switch, Condensate Tubing, Heat Exchanger, Exhaust Venting, Co2 levels

Service & Clean

Adjust Combustion Air, Clean or Replace Standard Air Filters, Clean Indoor Coil (if accessible), Clean Outdoor Coil, Clean, Flame Sensor, Clean Burner, Clean Fan Blade and Blower, Clean Condensate Pan, Clean Condensate Pump, Flush Condensate Drain, Lubricate Motors (if required), Replace Oil Nozzle, Replace Oil Filter, Replace Pump Strainer, Service Defrost Components, Tighten Electrical Connections

***Parts**, Capacitor, Condenser Fan Blade, Contactor, Defrost Control Board, Drain Line, Flame Sensor, Freon, Humidifier Pad, Ignitor, OEM & Universal Burners, Relay, Reversing Valve, Start Kit, Suction Accumulator, Thermocouple

****Labor**, All Listed Parts, In-Warranty Condenser Coil, In-Warranty Compressor, In-Warranty Circuit Boards, In-Warranty Evaporator Coil, In-Warranty OEM Motors

Select Agreement Plan	Select Payment Method
<input type="checkbox"/> Budget <input type="checkbox"/> Performance <input type="checkbox"/> Premier	<input type="checkbox"/> Credit Monthly Recurring <input type="checkbox"/> Credit (Full Amount)
	<input type="checkbox"/> Check (Full Amount)
Number of Units: _____	Circle: Visa MasterCard Discover American Express
Planned Maintenance Investment \$ _____	Credit Card # _____ Exp Date: ____/____/____
	CVC #: _____

* Please sign and date one copy of the contract and return it with your payment. The second copy is for your records. Thank you for your business.

Customer Responsibilities

Terms of contract are for a minimum of one year. Contract application must be signed and paid within thirty days of receipt or initial inspection, or contract availability is void until system is re-inspected. Termination, at the request of the customer, must be in writing and payment for the full year is non-refundable.

The customer shall operate the equipment in accordance with the manufacturer’s recommendations and promptly notify T. N. Bowes of any abnormal conditions.

Customer or customer’s tenant is responsible for scheduling semi-annual appointments.

The occurrence of any of the following will constitute a contractual default:

- a. Failure by the customer to make any payment by the due date.
- b. Any alterations, adjustments or repairs to covered equipment, by anyone other than T. N. Bowes personnel.
- c. Breach of any term in this agreement.

Payment is required at the acceptance of this contract. A full, one-year contract may be paid using cash, check, or credit card. Monthly payments can be made with credit card only and are considered perpetual. Installments will continue until a written notice is received at our corporate office. Allow up two weeks for termination processing. Customer agrees to pay all cost of collection, including attorney’s fees.

Scheduling

The routine services covered by this agreement will be scheduled during normal working hours, 7:30 – 3:30 P.M. Monday through Friday, except holidays.

T. N. Bowes reserves the right to delay maintenance or service calls in the event that circumstances beyond our control such as, but not limited to, weather, traffic conditions, and vehicle issues. Our employees must consider safety first when attempting to reach your location.

T. N. Bowes Responsibilities, Exclusions, and Liabilities

All materials are guaranteed to be as specified. All work will be completed in a professional manner according to standard practices.

T. N. Bowes will mail or email a spring and fall reminder for your maintenance scheduling. Unless otherwise noted, T. N. Bowes shall not be liable for replacing, starting, or stopping equipment, space temperature regulation, air balance, indoor air quality, and equipment relocation. No inspection shall guarantee the condition of the equipment or eliminate obsolescence and normal wear.

Exclusions to this contract are: humidifiers, media filters, electronic air cleaners, underground refrigerant lines, electrical disconnection switches, casing or cabinets, insulation, gas lines, water lines, and non-moving parts (i.e. duct work, vents, flues, grills).

T. N. Bowes Heating and Air Conditioning, Inc. will not be liable for the following:

- a. Damage or loss resulting from freezing, corrosion, electrolysis, vibration, plumbing stoppage, failure of any utility service, low voltage condition, lighting, single phasing or other electrical abnormalities.
- b. Damage or loss resulting from negligence, faulty system design, abuse, acts of God, malicious mischief, vandalism or improper operation of equipment by customer’s employees’, agents, or tenants.
- c. Damage, loss or delays resulting from fire, explosion, flooding, the elements, strikes, labor troubles, civil commotion or any other cause beyond its control.
- d. Any accident, injury, damage or loss to equipment, personal, property or revenue or loss of use of any equipment, process, or facilities.
- e. Any indirect or consequential damage such as, but not limited to, loss of revenue or loss of use of any equipment, process, or facilities.
- f. Any identification, detection, abatement, encapsulating, storage, removal, handling, recovery, recycling or any transportation of any regulated or hazardous substances. Regulated or hazardous substances may include, but are not limited to, asbestos, certain refrigerants, and used refrigerant oils. If any such materials are encountered during the course of work, T. N. Bowes can discontinue the work until the regulated or hazardous substances have been eliminated and T. N. Bowes reserves the right to be compensated for any loss or additional expense incurred.

Agreement Acceptance			
Customer Signature		Date	
Service Representative		Date	