

General Terms and Conditions

This agreement is between the customer and Alvin Hollis, herein referred to as the Company.

This agreement is null and void if anyone other than the Company services the equipment unless instructed to do so before hand by the Company.

There shall be no obligation upon the Company to perform any service or provide parts after termination of this agreement; upon termination, there is no refund or credit allowed.

This agreement is offered to all customers subject to an inspection and approval of their equipment by Alvin Hollis. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's agreement coverage will be cancelled and a prorated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.

This agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the Service Plan invoice. This agreement is effective for a twelve (12) month period.

All repairs and service work shall be done during normal working hours which include Monday through Friday 7:30am- 4:30pm, excluding holidays. Service after regular hours will incur a fee.

Any modifications, additions, adjustments or repairs made by others unless authorized by Alvin Hollis will be cause to terminate our obligations under this agreement.

This agreement does not cover any work or modifications which may be required by the government regulations or codes, or insurance company requirements.

This agreement does not cover duct work, structural supports, or other sheet metal components that may deteriorate due to corrosion or rust.

Equipment must be readily accessible by a 6' step ladder. Only systems of five (5) tons of capacity or less are eligible.

This agreement will automatically renew on its anniversary date and pricing may change subject to Alvin Hollis discretion. The price for an air conditioning agreement will be different from the price of a heat pump agreement.

This agreement is not transferrable.

This agreement may be terminated by either party upon 30 days written notice. A prorated refund for the remaining agreement period will be made with a deduction for any work already completed.

ALVIN HOLLIS
COMMITTED TO YOUR HOME COMFORT

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AIR CONDITIONING / HEAT PUMP MAINTENANCE AGREEMENT



Alvin Hollis is Your Local Service Provider

781.335.2100

www.alvinhollis.com

1 Hollis Street • South Weymouth, MA 02190-9921

Air Conditioning / Heat Pump Maintenance Agreement

(with parts and labor included)

A Service Plan is a Good Idea!

When the most uncomfortable days of summer arrive, you want your air conditioning system operating at peak performance. Our Air Conditioning / Heat Pump Maintenance Agreement is designed to give our customers what they want most – an efficient running, dependable air conditioning system. We offer convenient scheduling of your tune-up which is included with your Maintenance Plan. When the heat arrives, your cooling equipment will be tuned to run at its best, providing you with cooling and comfort all summer long.

FEATURES INCLUDE:

- Annual 9 point tune-up inspection, scheduled in spring, summer, or fall.
- Priority service for breakdowns and problems.
- Repairs as required with no charge for parts listed and labor associated with their replacement.
- Commitment to maintain your system, ensure its operating efficiency, extend its life, and be fair and reasonable in all business dealings.



ANNUAL 8 POINT TUNE-UP

Increase system efficiency and extend the life of your equipment. Tune-ups will be scheduled in spring, summer, and fall and include the following:

1. Clean outdoor condenser coils as needed
2. Check operating temperatures and pressures*
3. Check all motors for proper amperage draw
4. Replace worn fan belts
5. Check and clean condensate pans and drains as needed
6. Clean or replace the system air filter (media filters excluded)
7. Test all safety devices
8. Visually inspect for refrigerant leaks

*If outdoor temperature and conditions allow - otherwise we will check the static pressure in the system only



PRIORITY SERVICE

For breakdowns and problems, we will give your needs our highest priority.



SYSTEM REPAIRS

There will be no parts or labor charges for the repair or replacement of the items listed below.

- Air Conditioning Thermostat (standard)
- Blower Motor (not ECM)
- Circuit Boards
- Condensate Pumps
- Condenser Fan (motor and blades)
- Condenser Coil Cleaning (outside)
- Contactor Relays
- External Crankcase Heaters
- Fuses
- Hard Start Kits
- Freeze Controls
- High and Low Pressure Switches
- Motor Contactors
- Run and Start Capacitors
- Safety Limits
- Sight Glasses
- Service Port Valve Caps
- Thermal Expansion Valves
- Time Delay Controls
- Refrigerant Switch Over Valves (heat pumps)
- Defrost Controls (heat pumps)
- Two Stage Thermostats (heat pumps)

Parts Excluded: Compressors, Condenser Coils, Refrigerant Leaks and Diagnostics associated, Non-Standard Thermostats, Evaporator Coils and Drain Pans (interior), Zone Dampers and Zoning Controls



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