

JB's Heating and Cooling, Inc.

P.O. Box 731, Arden, NC 28704

Phone: 828-651-8840 Fax: 828-651-8390 HVAC@jbsheating.net

Dear Service Customer,

A new year is upon us and it's time to think about keeping your heating and cooling equipment in top working order. Please take a few minutes to review the enclosed service agreement and select the option that would best serve your needs. We will contact you to set up an appointment to come out and do the service you have chosen. If you would like to have your service performed during a particular month, please note that on the front of your contract before sending it back to us.

There are several benefits listed on the contract. One of the most important is the difference in labor rates. **If you choose the prepaid service agreement, you will benefit from a savings of \$10.00 per hour during regular business hours and \$45.00 per hour during after-hours, weekends, and holidays.**

2017 Residential Rates for Service and Maintenance Calls
Regular Rates* for Service and Maintenance Calls: \$85.00 per hour regular hours; \$120.00 per hour after-hours
Non-Prepaid Contract Rates* for Service Calls: \$75.00 per hour regular hours; \$85.00 per hour after-hours (If maintenance is done annually or semi-annually.)
PREPAID Contract Rates* for Service Calls: \$75.00 per hour regular hours; \$75.00 per hour after-hours (If maintenance is done annually or semi-annually.)
<small>* Regular hours are 8am - 4pm Monday through Friday; After-hours are 4pm - 8pm Monday through Friday, and weekends and holidays. Rates do not include any needed parts and/or materials. Truck charge of \$15.00 or more per call may apply, depending on service location. Discounted rates apply only in the season in which the maintenance is to be performed unless you choose both a Spring and Fall option on your contract.</small>

We hope you have been satisfied with our service in the past and if you have any problems at all with our service, please feel free to call us. Your complete satisfaction is very important to us at JB's Heating and Cooling. We appreciate your business and look forward to serving you this year and for many years to come.

Sincerely yours,

JB Guthrie, Owner
JB's Heating and Cooling

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We agree to provide you with a complete precision tune-up and professional cleaning as described below for your heating and/or air conditioning equipment during the term specified. Heating tune-ups will be performed in the fall/winter season. Cooling tune-ups will be performed in the spring/summer season. Prices guaranteed for 2017 only. THE PRICING BELOW INCLUDES A NEW 6.75% SERVICE SALES TAX IMPOSED BY THE NORTH CAROLINA DEPARTMENT OF REVENUE.

Benefits of a Preventative Maintenance Service Contract:

Lower utility bills. Extended equipment life. Fewer emergency repairs. Improved capacity. Priority service – same day service when possible. 24 hour emergency service.

Our Precision Tune-up Procedures Include:

- Clean ignition assembly
- Clean heat exchanger or element
- Monitor flue draft
- Monitor refrigerant pressures
- Test start capabilities
- Test safety controls
- Clean and adjust blower components
- Measure for correct air flow
- Tighten electrical connections
- Measure volts / amps
- Adjust thermostat calibration
- Measure temperature difference
- Clean evaporator / condenser coil as needed
- Clean condensate drains
- Change oil filter and nozzle on oil furnace (extra cost)
- Clean/replace filters (extra cost to provide filters; 5" media filters replaced once a year)
- Clean and adjust burner operation

Equipment Preventative Maintenance Options: (Circle one) Note: Trip charges may apply.

- A. Heat Pump only..... Spring or Fall..... 1 Visit \$135.00 per unit*
- B. Heat Pump only..... Spring and Fall..... 2 Visits \$270.00 per unit*
- C. Geothermal Heat Pump..... Spring1 Visit \$145.00 per unit*
- D. Geothermal Heat Pump..... Spring and Fall.....2 Visits \$290.00 per unit*
- E. Electric or Gas Furnace only..... Spring or Fall.....1 Visit \$135.00 per unit*
- F. Electric or Gas Furnace only..... Spring and Fall..... 2 Visits \$270.00 per unit*
- G. Electric or Gas Furnace with Heat Pump or A/C.... Spring or Summer.....1 Visit \$145.00 per unit*
- H. Electric or Gas Furnace with Heat Pump or A/C.... Spring and Fall..... 2 Visits \$290.00 per unit*
- I. Oil Furnace only..... Fall..... 1 Visit \$160.00 per unit*
- J. Oil Furnace with Add-on Heat Pump or A/C..... Spring and Fall..... 2 Visits \$290.00 per unit*

* Plus any parts and materials

Name: _____ Phone: _____ Number of Units: _____

Billing Address: _____ City, State, Zip: _____

Location Address (if different): _____

Payment Options: Cash___ Check___ Credit Card: Acct # _____ Exp. Date: _____

Customer Approval: _____ Date: _____ Company _____

Approval: _____ Date: _____