

Preferred Customer Agreement



Owner(s): _____
 Property Address: _____
 City, State, Zip Code: _____
 Phone #: _____ Phone #: _____
 Billing Address: _____
 City, State, Zip Code: _____
 Technician: _____

PO Box 53, Franksville, WI 53126
 southshorehvacllc@gmail.com

Furnace/Boiler and Air Conditioning at same trip (May, June, July, August, September) \$ _____
 Furnace/Boiler (October, November, December, January, February, March, April) \$ _____
 Air Conditioning (May, June, July, August, September) \$ _____
 Filter Service additional: Filter size: _____ X _____ X _____ Type: _____ \$ _____
 Humidifier Service additional: Panel size: _____ X _____ X _____ Type: _____ \$ _____
 UV light bulb replacement _____ \$ _____
 Thermostat battery replacement _____ \$ _____

Cash/Check _____
 V/MC/D _____ exp ____/____(____)
 Cardholder Signature: _____

Subtotal \$ _____
 Tax \$ _____
 Total \$ _____
 Payment \$ _____
 Balance Due \$ _____

1-year guarantee of service
15% off parts, labor and trip charge
24-hour priority service (no overtime charges)

HEATING

Year: _____ Make: _____
 Model: _____ Serial: _____
 Fuel: _____
 General: Filter size: _____ X _____ X _____ Type: _____
 Check thermostat Check air filter
 Clear condensate Check elect. connects
 Check controls Amp check
 Volt check Check motors
 Check safety control Check belts
 Check ignition sys Check thermocouple
 Clean Burners Check heat exchanger
 Clean flame sensor Check exhaust/ terminations
 Boiler:
 Water pressure _____ HW temp @ unit _____
 Check zone valves Check cir. pump(s)
 Check radiators check pressure tank

COOLING

Year: _____ Make: _____
 Model: _____ Serial: _____
 Refrigerant: _____
 General: Filter size: _____ X _____ X _____ Type: _____
 Check thermostat Check air filter
 Clear condensate Check elect. connects
 Check controls Amp check
 Volt check Check motors
 A/C:
 Check ID coil Clean OD Coil
 Suction PSIG _____ Head PSIG _____
 Check refrigerant charge
 Superheat _____ Subcool _____
 RA _____ SA _____
 Δ T _____ SLT _____
 LLT _____ OD Temp _____

NOTES: _____

Parts and additional labor are not included in service agreement pricing. Additional charges may apply. Older equipment may not be able to have all maintenance items performed.

Owners : _____ and _____ date: _____
 By signing above, I have read and agree to the terms and conditions of sale on the reverse side.

TERMS AND CONDITIONS OF SALE

PAYMENT TERMS: This is not a credit sale. The entire invoice is due upon completion of described work. It is agreed that the seller will retain title of ownership to any equipment or material that may be furnished until final payment is made, and if settlement is not made as agreed, the seller shall have the right to remove equipment or material and the seller will be held harmless for any damage resulting from the removal thereof. The cardholder signature on front of this form authorizes credit card charges for total due.

COLLECTIONS COSTS: Buyer agrees to pay all expenses incurred by the Company for any delinquent accounts, including, but not limited to actual attorney's fees, filing fees and costs. Any and all disputes arising out of this sale shall be interpreted under the laws of the state of Wisconsin and Illinois.

WARRANTIES & LIMITATIONS ON WARRANTIES: Company warrants that all work performed hereunder will be completed in a professional manner and said work shall be free from defects in workmanship for a period of twelve (12) months from the date said work was performed. The manufacturer's warranty is only provided on parts of the serialized equipment. Thermostats, boiler trim and any other equipment/materials not serialized has a twelve (12) month warranty against defects. Company's obligation for defective remedy shall be limited to the replacement of any defective parts or workmanship and shall be conditioned upon Company receiving actual written notice of said defects within a warranty period(s) applicable. Optional Equipment/Work and Additional Work is warranted with one year repair/replacement and labor. Travel/trip charges will apply for warranty service calls. Unpaid balances or disputed charges on any customer invoices will void any and all warranties. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS OF IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. COMPANY SHALL NOT BE SUBJECT TO AND DISCLAIMS ALL CONSEQUENTIAL, INCIDENTAL AND CONTINGENT DAMAGES WHATSOEVER.

BUYERS' RIGHT TO CANCEL: BUYER MAY CANCEL THIS INVESTMENT AGREEMENT BY MAILING A WRITTEN NOTICE TO THE COMPANY AT THE ADDRESS LISTED ON THE FRONT OF THIS INVESTMENT AGREEMENT AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THE TRANSACTION. BUYER MAY CANCEL BY WRITING, "I HEREBY CANCEL" ON THE FRONT OF THIS DOCUMENT, SIGN, DATE AND MAIL ACCORDING TO THE ABOVE INSTRUCTIONS.

PRIME CONTRACTOR'S NOTICE OF LIEN RIGHTS: AS REQUIRED BY THE WISCONSIN CONSTRUCTION LIEN LAW, YOU ARE HEREBY NOTIFIED THAT PERSONS OR COMPANIES FURNISHING LABOR OR MATERIALS FOR THE CONSTRUCTION ON YOUR PROPERTY LOCATED AT THE ADDRESS ON FRONT OF INSTALLMENT AGREEMENT MAY HAVE LIEN RIGHTS ON YOUR LAND AND BUILDINGS IF THEY ARE NOT PAID. THOSE ENTITLED TO LIEN RIGHTS, IN ADDITION TO THE UNDERSIGNED PRIME CONTRACTOR, ARE THOSE WHO CONTRACT DIRECTLY WITH YOU OR THOSE WHO GIVE YOU IDENTIFICATION NOTICE WITHIN SIXTY (60) DAYS AFTER THEY FIRST FURNISH LABOR OR MATERIALS FOR THE CONSTRUCTION. YOU PROBABLY WILL RECEIVE NOTICES FROM THOSE WHO FURNISH LABOR AND MATERIALS FOR THE CONSTRUCTION. YOU SHOULD GIVE A COPY OF EACH NOTICE YOU RECEIVE TO YOUR MORTGAGE LENDER, IF ANY. THE UNDERSIGNED PRIME CONTRACTOR AGREES TO COOPERATE WITH YOU AND YOUR LENDER, IF ANY, TO SEE THAT ALL POTENTIAL LIEN CLAIMANTS ARE DULY PAID.

ENTIRE AGREEMENT: This Investment Agreement sets forth the entire agreement between the parties with respect to the matters set forth in this Investment Agreement and supersedes all other agreements either written or oral concerning the subject of this Investment Agreement.

OWNER'S RESPONSIBILITIES: Pre-existing chimneys, electrical service, drains, radiators, ductwork, concrete, building structure, fuel sources, and any other fixtures/structures that are utilized by the equipment are the owner's responsibility to be free from defects. Equipment needs to be tuned and checked annually as recommended by the manufacturer. Your new equipment will last longer and run more efficiently with regular maintenance. Air Conditioning tune ups are done in weather warmer than 60 degrees. Furnace tune ups can be done any time all year. Items not covered by warranty include problems caused by dirty filters or other components due to a lack of maintenance. Acts of nature, dead batteries in thermostats, blown fuses or circuit breakers are also not warranted. A warranty claim must involve a failed part in the unit that is not caused by external sources. Tune ups/maintenance are performed by appointment during business hours only. Emergency service does not include tune ups and tune ups will not be performed during emergency service.

ALTERATIONS: Any alterations, additions, adjustments or repairs made by others, unless authorized or agreed upon by South Shore HVAC, will be cause to terminate South Shore HVAC's obligation under the contract.

RESTRICTION OF THE PERIOD LIMITATION OF ACTION: Any legal action (other than collections) relating to this Agreement or breach thereof shall be commenced within one (1) year from the date of the work. Buyer shall be deemed to have accepted all delivered goods, which he has not rejected within three (3) days of receipt

Tips: 1. Change filter. 2. Make sure condensate lines are clean and water is coming out. 3. Change the batteries in the thermostat. 4. Clear the exhaust and intake PVC pipes.