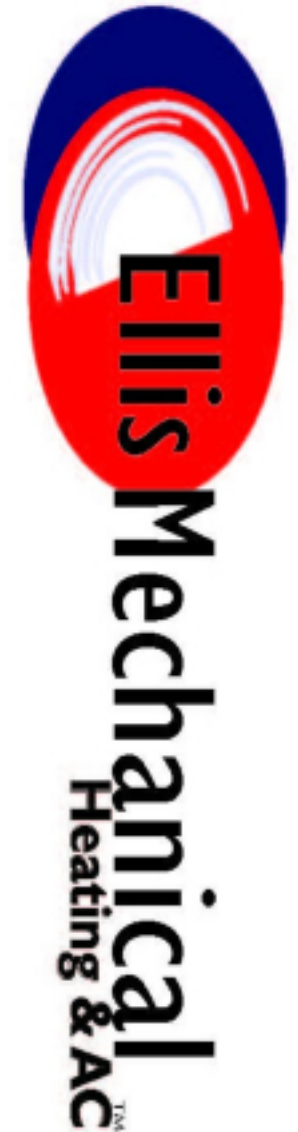


BENEFITS OF AN E.M.H.A

PREFERRED SERVICE POLICY

- **PEACE OF MIND:** Automatic, periodic inspection, lubricating, adjusting and cleaning of your heating and cooling system keeps it running at peak, trouble free efficiency. Potential problems are spotted before they can cause trouble.
- **TRAINED TECHNICIANS:** Competent, trained, dependable staff of experts will perform service on your equipment when necessary. Our technicians are trained and certified by the leading manufacturers in our industry.
- **PREFERRED TREATMENT:** Should you need emergency service, our PREFERRED SERVICE POLICY customers are given PREFERRED treatment when they do have a problem.
- We service our POLICY holders *first*.
- **PLANNED BUDGET:** Fixed cost allows budgeting in advance for maintenance service, labor and parts. One charge, NO hidden expenses.
- **LONGER PRODUCT LIFE:** A known fact that regular maintenance and service on mechanical equipment prolongs its life. It also keeps the equipment at peak efficiency.
- **SAFETY:** Periodic maintenance ensures units to be operating safely.
- **CHOICE OF PROGRAM:** You select the POLICY that best suits you and your equipment. Select from the three different PLANS listed.
- **SERVICE YOU CAN TRUST:** Our highly trained staff of experts know their business. Feel at ease knowing that E.M.H.A has made major investments in training, tools, radios, trucks, and computers to assure our PREFERRED SERVICE POLICY customers prompt and efficient service at a minimum cost.



**Preferred Customer
Service Agreement**

Service Policy Options

Gold Service Plan

- Full Coverage
- Full System Inspection
- Two Planned Maintenance Tune-ups
- **Priority Emergency Service**
We service our policy customers first !!!
- Labor for One Year to repair unit or replace parts
- Free Replacement and Repair of Parts listed in this agreement
- 15% discount on all other Parts.

Silver Service Plan

- Full Coverage
- Full System Inspection
- Two Planned Maintenance Tune-ups
- **Priority Emergency Service**
We service our policy customers first !!!
- Labor for One Year to repair unit or replace parts
- 15% discount on all other Parts.

Bronze Service Plan

- Full Coverage
- Full System Inspection
- Two Planned Maintenance Tune-ups
- **Priority Emergency Service**
We service our policy customers first !!!
- 15% discount on all other Parts.

Our Inspections and Checks

Include the following:

- proper voltage
- proper refrigerant
- indoor coil
- heat exchanger
- electrical connections
- clean condenser coil
- pulleys and belts
- fan limit switch
- condensate drain
- contacts and relays
- blower assembly
- for visible leaks
- for clean filters
- motors
- burners
- electric strip heaters
- vibration noise
- standard thermostat
- Condensate Pump

Replacement or Repair of Parts

Includes the following:

- crankcase heater
- defrost control
- service valves
- accumulator
- safety pilot
- gas valve
- sequencer
- transformers
- blowers
- motors
- belts
- Pulleys
- thermocouple
- limit controls
- fan control
- refrigerant
- reversing valve
- low pressure control
- high pressure control
- fan relay
- check valve
- starting capacitor
- running capacitor
- time delays
- expansion valve
- standard thermostat

Service Agreement Prices

<u>Bronze</u>	<u>Silver</u>	<u>GOLD</u>
1st system	1st system	1st system
\$179.00	\$279.00	\$379.00
2nd system	2nd system	2nd system
\$95.00	\$245.00	\$345.00
Additional	Additional	Additional
Systems \$75.00	Systems \$245.00	Systems \$345.00

*The compressor, heat exchanger, coils or electric heat elements will be replaced at no charge only when covered by manufacturer's labor warranty. If out of warranty there will be a charge. Humidifiers, electronic air cleaners, programmable thermostats, heat comfort controls, all types of dampers and other accessories are not included in the policy except when specifically stated.

Terms and Conditions

It is mutually agreed that this policy covers only electrically operated units inside the equipment and does not cover electrical or plumbing work beyond the units or work required due to the negligence or misuse of the equipment or because of fire, flood, acts of God, sabotage of gas or water supply or damage caused by freezing or circumstances beyond our control.

E.M.H.A reserves the right to reject any policy if an inspection by our service technician finds the equipment is in such condition that service will be unsatisfactorily to both parties. The equipment must be brought up to industry standards at the customers expense before acceptance of policy at the time of the first maintenance check.

E.M.H.A shall not be responsible for system design or performance in maintaining design conditions except through failure through equipment covered herein.

All service will be performed during the working hours **Monday-Friday 8:00 AM - 8:00 PM, Saturday, 8:00 AM - 4:00 PM.** All maintenance checks will be scheduled during normal working hours.

Emergency service available 7 days a week. (\$25.00 trip charge after hours.)

It shall be the discretion of E.M.H.A to repair or replace defective material and parts. In the event any or all of the equipment is not, in our opinion, economically repairable, E.M.H.A will quote the replacement cost. Until replacement has taken place—No further service will be performed.

The customer can not assign or transfer this agreement without the prior written consent of E.M.H.A.

Any changes, adjustments or repairs made by others, unless authorized or approved by E.M.H.A in writing, shall terminate E.M.H.A obligation hereunder.

E.M.H.A will not be required to furnish, with out extra cost, any items of material, labor or equipment which are recommended or required by local code regulations, insurance companies, Government, State, Municipal or other authorities.

Unnecessary nuisance calls beyond the scope of this contract will be charged and paid for by the purchaser at the prevailing service rates. Example: Fuses, Dirty Filters, Disconnects, Manual Reset Switches, etc.

E.M.H.A will endeavor to render prompt and efficient service hereunder, but it is expressly agreed that E.M.H.A shall in no event be liable for damage or loss caused by delay or any loss arising out of performance of this agreement.