

**Cape Cod Heat Pumps is pleased to offer our customers this Maintenance Plan for worry-free care of your heating and cooling investment.**

### MAINTENANCE PLAN BENEFITS

- Labor Warranty Extended to Two Years**  
 When you have your system maintained after the first year, your one-year labor warranty is extended for a second year. You're doing your part to take care of your system, so we'll stand behind it twice as long for even more peace of mind.
- Compliance with Manufacturer's Warranty**  
 Most manufacturers stipulate that regular maintenance of your system is required to maintain your equipment & parts warranty. Annual maintenance fulfills this requirement and ensures your full warranty benefits.
- Priority Weekday Service Call Scheduling**  
 Customers who maintain their systems deserve our highest level of attention when things go wrong. Our maintenance plan customers are scheduled first on regular weekdays.
- Emergency Service Call Scheduling**  
 We offer after hours and weekend emergency service calls **ONLY** to our maintenance plan customers. If problems occur outside of normal business hours we will be there to help.
- 10% Service Call Discount**  
 Save 10% on all service calls throughout the year. With regular maintenance you minimize the chance of things going wrong, but when they do you'll save money as a program participant.
- Convenient Monthly Payments**  
 Instead of a single, larger payment at the time of each service, moving forward all payments will be charged monthly. This makes taking care of your system more manageable from a budgeting standpoint. Monthly billing will begin after your next scheduled maintenance.
- Longevity and Efficiency**  
 A proper tune-up helps counteract wear and tear so that your system can last longer, and can improve efficiency in older systems.

<b>YOUR PLAN PRICE</b>	/month
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### TECHNICIAN'S MAINTENANCE CHECKLIST

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Clean and/or replace filters (additional charge for 5" AprilAire filters) | <input type="checkbox"/> Check and clean condensate pump as necessary                                     | <input type="checkbox"/> Clean flame sensor                          |
| <input type="checkbox"/> Clean indoor coils  | <input type="checkbox"/> Clean debris inside the condenser  | <input type="checkbox"/> Test coil Delta T                           |
| <input type="checkbox"/> Drain pan tablets   | <input type="checkbox"/> Check gas pressure   | <input type="checkbox"/> Check inducer tubing                        |
| <input type="checkbox"/> Test drain or pump  | <input type="checkbox"/> Clean condenser fan blade  | <input type="checkbox"/> Clean face of burners                       |
| <input type="checkbox"/> Check that blower wheel is spinning freely, and clean as needed           | <input type="checkbox"/> Check the control section/compressor section for any issues, signs of mice, etc. | <input type="checkbox"/> Inspect intake and exhaust, clear of debris |
| <input type="checkbox"/> Check thermostat operation  | <input type="checkbox"/> Test capacitor   | <input type="checkbox"/> Check operation of safeties                 |
| <input type="checkbox"/> Clean outdoor coils   |   | <input type="checkbox"/> Test all equipment                          |

### CUSTOMER INFORMATION

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

*I agree to the terms and conditions (on the reverse).*

*Cape Cod's Heat Pump Specialists*

# CAPE CARE MAINTENANCE PLAN

## MEMBERSHIP BENEFITS, TERMS & CONDITIONS

### GENERAL

The Cape Care Plan provides a payment plan and benefits for regularly scheduled annual maintenance of the customer's equipment, as outlined here. Although it provides a discount for service calls, it is not a service plan, and does not cover the cost of service calls after the Labor Warranty (if any) has expired.

### PLAN BENEFITS

- Labor Warranty Extended to Two Years for customers who had Cape Cod Heat Pumps install their system and have maintenance done on or around the first anniversary of the installation.
- 10% Discount on Service Calls – parts and labor
- Compliance with Manufacturer's Equipment Warranty
- Priority Scheduling for Weekday Service Calls
- Emergency Service Calls (Weekends)
- Convenient Monthly Payments
- Equipment Longevity and Efficiency

During the term of the agreement, we will take all reasonable precautions to avoid injury to persons and damage to property while on the premises, but we shall not be liable for any special or consequential damages.

### ADDITIONAL TERMS

- Cape Cod Heat Pumps shall not be liable for losses or defects arising from vandalism, fire, flood, wind, war, riots, or any natural disaster. In such cases, the customer shall be charged for the parts and labor involved at the current price for such repairs. No such parts or labor shall be furnished, however, without authorization from the customer.
- This agreement becomes effective when the first monthly payment is received. Annual maintenance schedule will commence the month the membership is purchased and be performed every twelve months thereafter or within a reasonable timeframe.
- The term of this agreement shall renew automatically, unless canceled by customer with 30 days' written notice. If maintenance is performed before twelve

months' payments have been made during the current term, and if the membership is canceled prior to twelve monthly payments being made, customer is responsible for paying the remainder upon cancellation.

- Cape Cod Heat Pumps reserves the right to cancel the contract at any time.
- Annual maintenance does not guarantee that equipment failure will not occur. Cape Cod Heat Pumps is not responsible for any equipment failure due to neglect, installation issues, or previously known problems.
- The services outlined in this agreement will be performed during normal business hours.
- Emergency service after hours will be charged at overtime flat rate prices with 10% discount.
- If problems are discovered during maintenance that require work by a service technician, those repairs will require a separate service call, and if not covered under warranty, service call charges are to be paid at the time of service and are not included in the maintenance. You will receive a quote for repair.
- Humidifier and other accessory pricing are subject to change without notice.
- Unless stated otherwise, filters other than standard one inch (1") throwaways will incur an extra charge. We will need to know filter size in advance of the maintenance for the 1" standard filter to be included.
- Price subject to change upon renewal.

### AGREEMENT EFFECTIVE DATE AND ACCEPTANCE

This agreement becomes effective upon receipt of payment. This agreement shall be for one year and shall continue from year to year thereafter unless terminated by either party with 30-day written notice prior to the beginning of the new contract year. Standard contract escalation is 5% each year unless otherwise notified by Cape Cod Heat Pumps.

Cape Cod Heat Pumps has a history of commitment and customer satisfaction on Cape Cod, and we appreciate the opportunity to take care of your heating, cooling, and indoor air quality needs.