

# *Residential Technical Services Group, Inc.*

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Effective 01-01-2009

## **SERVICE CONTRACT OPTIONS**

### **-12 Month Service Contract A. \$30 per system**

Secures priority service during regular business hours at prevailing rates with 10% discount on all labor and materials as well as each preventive maintenance service performed. You are responsible to call and schedule service. Additional fee for preventive service is due on completion. Preventive maintenance at prevailing rates includes operational and performance checks on the electrical, mechanical and refrigerant systems of your heating and air conditioning system. No after hour calls made on this option. All calls are COD

### **-12 month Service Contract B. \$126 per system**

Secures priority service during regular business hours at prevailing rates with 15% discount on all labor and materials as well as preventive maintenance service performed. You are responsible to call and schedule service. Payment for preventive service is due on completion. Preventive maintenance at prevailing rates include operational and performance checks on the electrical, mechanical and refrigerant systems of your heating and air conditioning system. No after hour calls made on this option. All calls are COD.

### **-12 Month Service Contract C. \$252 per system**

Secures Priority Plus service during regular business hours and includes availability of emergency service after hours and on holidays. This level of service provides for 2 yearly service visits and allows for a 20% discount on all services including labor and materials as well as repairs and services required found during our preventive maintenance services. The after hour and holiday rates are reduced by 25% of the prevailing after hour and holiday overtime rate.

**-12 Month Service Contract D. \$296 per system (for systems we did not install that are no older than 5 years, requires initial service inspection)**

After inspection, repairs that are required must be completed to initiate contract. Secures Priority Plus service during regular business hours and includes availability of emergency service after hours and on holidays. This level of service provides for 2 yearly service visits and allows for a 20% discount on all services including labor and materials as well as repairs and services required found during our preventive maintenance services. The after hour and holiday rates are reduced by 25% of the prevailing after hour and holiday overtime rate.

**10 year contract includes: per system (Systems we installed or installed by others within 6 months)**

-Secures Priority Plus service during regular business hours and includes availability of emergency service after hours and on holidays. This level of service provides for 2 yearly service visits. Includes parts and labor for any and all repairs during regular business hours. Guaranteed same day response for calls received before noon. Our regular business hours are extended as noted below, however our after hour and holiday rates will prevail after regular business hours. After hour and holiday rates are reduced by 25% of the prevailing after hour and holiday overtime rate. Regular business hours are 7am-5P (hrs daily) Same day service if call is received by 12 noon. Repairs required as a result of misuse or caused by other than normal wear and tear are not covered by this contract and may incur additional charges.

**Additional Charges: (due and payable at time of service)**

Over time rates are at 1.5 x prevailing rate

Holiday rates are 2 x prevailing rate

-2260.00 (10% discount) paid up front

-2394.00/199.50/month (5% discount) paid monthly for 12 months

Manufacturers Warranty from date of start up includes

-2 years labor free during regular business hours

-5 year parts free- labor not included after 2nd year

-10 year compressor and coil free- labor not included after 2nd year

**Additional Services**

Electrical systems: Add 50.00 per year. New work and repairs at prevailing rates and contract discount.

Plumbing systems: Add 50.00 per year. New work and repairs at prevailing rates and contract discount.

Septic systems:

Conventional systems add 75.00.

Conventional systems with pump station add 125.00

EcoFlow/MicroFast or other simple alternative system add 150.00

PuraFlo system add 175.00

Advantax system add 250.00

Disclaimer:

You are responsible to call for appointments for preventive maintenance and service calls. Regular business hours are 8:00 am to 4:00pm unless otherwise noted in your contract. This is not a warranty, expressed or implied. Manufacturers warranties do not cover diagnostic fees or travel charges (see mfg warranty policy). Contract can be terminated with 30 days written notice. Services we provide and fees charged must be up to date if termination is requested. If a service contract is terminated by either party, the contract will be prorated and any repairs made during the covered time shall be deducted from the refunded amount. If the amount of charges exceed the prorated refund amount, the balance is due upon termination. Repairs required as a result of misuse or caused by other than normal wear and tear are not covered by this contract and may incur additional charges.