

**Plan Number**

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1624-A Cross Beam Dr.  
Charlotte, NC 28217  
704.771.1020

[www.charlottemechanical.com](http://www.charlottemechanical.com)

**Simplified Service Plan**

**Air Conditioning**

**And**

**Heating System**

**PARTS, LABOR, & EMERGENCY REPAIR**

**Effective Date:** \_\_\_\_\_

**Approved By:** \_\_\_\_\_

## **Simplified Service Plan**

### A. Budget Friendly

1. Priority Service — With our “Simplified Service Plan” you are at the front of our list when you have a breakdown or an emergency with your comfort system. That’s right; our SSP customers get priority service over those that just call in when they have a system breakdown.
2. Discounts — Should your system need a repair at the time we are performing a preseason checkup the diagnostic is free and you get a 10% discount on any repairs you authorize. Should you require service between our preseason visits you will also be given a 10% discount on the repair and a discounted diagnostic rate of \$59. Each consecutive year you are a Simplified Service Plan Member you receive a \$100 per year credit towards system replacement with Charlotte Mechanical.
3. Easy on the surprises — the annual fee for your service agreement helps you nail down one of the future costs of owning a home. By reducing or eliminating unexpected repairs and holding down one of the largest expenses of home ownership, of course, that is your energy bill. Regular maintenance can extend the life of your equipment up to 30%.
4. Up front pricing — Our upfront pricing helps you plan your budget for the years to come.

### B. Comfort of Body and Mind

1. Thermostat calibration — The thermostat is the main sensory organ of your comfort system. Cleaning and then checking your thermostat’s accuracy against our state of the art instruments, will assure you of maximum comfort and minimum energy usage.
2. System delta/t — Accurately measuring the temperature change of the air as it passes through your home’s comfort system allows us to monitor your unit’s performance. Once we acquire all the necessary measurements we can determine if it is operating at the optimum levels of comfort.
3. Filter changes — A clean filter reduces the cost of operation and extends the life of your system, while helping to reduce the possibility of unexpected breakdowns and repairs. (Filters not included in plan)

### C. Protection

1. Lubricating fan motors — Lubricating motors and checking for bearing wear and shaft end-play help to extend unit life and prevent unexpected break-downs.
2. Tighten electrical connections — Cleaning and tightening of the electrical connections within your comfort system helps eliminate one of the major causes of unexpected system breakdowns and premature component failure.
3. Checking safety and operational controls — Having a “Nationally Certified Technician” evaluate your system’s safety and operational controls; including, but not limited to, the defrost control board, contactors, internal thermostats, thermal couplings, relays, and inducer motors. Early detection of malfunctions or fatigue in these components can eliminate unexpected breakdowns and give maximum comfort and protection for you and your property.
4. Refrigerant charge — maintaining the proper refrigerant level will maximize equipment life, performance, your comfort, and reduce the possibility of mildew and mold growth.
5. Gas valve and burner operation — Verifying proper gas pressure and burner operation are critical to both the safe and comfortable operation of your heating system.
6. Condensate drain — Cleaning and checking your condensate drain system including the drain line and the condensate pump, helps protect your health and protects your property from water damage and possible mold-mildew issues.

### D. Economy and Efficiency

1. Inspecting indoor and outdoor coils — inspecting the coils and cleaning them will reduce the system energy consumption and extend the equipment life by 30% or more. Longer life means lower cost of home ownership. Cleaning of the Evaporator Coil is not included in the SSP; however, the 10% discount is applicable to cleaning service.

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## FULL COVERAGE SIMPLIFIED SERVICE PLAN

### PARTS, LABOR & EMERGENCY SERVICE

<i>Owner</i>	<i>Equipment Location</i>
_____	_____
_____	_____
_____	_____

<i>Equipment</i>	<i>Make</i>	<i>Model</i>	<i>Serial Number</i>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**NOTE:** It should be understood that all repair and service work will be done during normal working hours with the following exceptions:

1. "No Heat" calls during very cold weather.
2. "No Cooling" calls when cooling is a health necessity.

#### **PLAN SCHEDULE**

<i>Date From</i>	<i>Date To</i>	<i>Amount</i>
_____	_____	_____

#### **CUSTOMER ACCEPTANCE:**

<i>Signature</i>	<i>Date</i>
_____	_____

## **Terms and Conditions**

1. For purposes of convenience "Company" will be used in place of Charlotte Mechanical. Corporate address is 1624-A Cross Beam Dr., Charlotte NC, 28217, 704.771.1020. "Customer" is the person or entity that is listed above. "Equipment" is all the air conditioning, heating and indoor air quality equipment list above.
2. Company reserves the right to reject this Agreement, if upon inspection, Equipment is found in inoperable condition.
3. The Company shall notify Customer of any needed repairs to their equipment and upon the authorization of the Customer shall perform such repairs at a flat-rate price (parts and labor include) and on a preferred response basis. Replacement parts shall be paid for by the Customer at Company's prevailing price, less 10%.
4. The Company will assume no responsibility for either the proper operation of the equipment or any parts of components thereof if service is performed by anyone not authorized by the Company and advises that all warranties made by it will be null and void upon performance of unauthorized service.
5. The Company shall not be liable for loss, damage or injury caused by failure or delay in performing service hereunder when such failure or delay arises from causes beyond its control. The Company shall not be liable for any consequential damages of any type to any person.
6. The agreement does not cover the cost of labor or material for the repairs or replacement resulting from acts of God, fire, water damage or any other circumstances beyond the Company's control.
7. The Company reserves the right to rewrite the flat-rate price book at any time. Any customer or homeowner may see a copy of the flat-rate book at his/her request.
8. If Company encounters a hazardous substance, such as asbestos, mold or any other substances, which Company determines to be hazardous, while performing the service; Company may refuse to perform all of part of the service until Customer retains a licensed abatement contractor to remove or contain such hazardous material.
9. In the case of a homeowner cancelling the service contract before the contract expiration date, the homeowner will be charged with a contract termination fee. If the homeowner has received one of his/her prescheduled, semi-annual inspections, the homeowner will receive a termination fee equal to the unpaid portion of half of the current contract fee, based on a one-year contract pricing scale. If the homeowner has received both of his/her prescheduled, seasonal inspections, the homeowner will receive a termination fee equal to the unpaid portion of the current year's contract fee, based on a one-year contract pricing scale. (All termination fees are based on a one-year service contract price and are not based on a multi-year contract discount)
10. The Agreement may be suspended or cancelled, without notice at the option of Company, if the Equipment is destroyed by fire or other catastrophe, or the damage from such, renders the equipment inoperable, the Company reserves the right to discontinue the Agreement or as a result of any action by any governmental authority.
11. This service contract will cancel in the case of change of ownership or if the agreement holder moves.

# **Acceptance of Terms and Conditions**

I, \_\_\_\_\_, hereby agree to be bound by the Terms and Conditions of Charlotte Mechanical, LLC.

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## ***PLAN SCHEDULE***

<i>Date From</i>	<i>Date To</i>	<i>Amount</i>
_____	_____	_____

## **CUSTOMER ACCEPTANCE:**

\_\_\_\_\_  
***Signature***

\_\_\_\_\_  
***Date***

## **CREDIT CARD INFORMATION:**

\_\_\_\_\_  
**Credit Card #**

\_\_\_\_\_  
**Expiration Date**

\_\_\_\_\_  
**Name Exactly on Card**