

**Plan Number**

\_\_\_\_\_



1624-A Cross Beam Drive

Charlotte, NC 28217

(704) 847-1198

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

## **Simplified Service Plan**

### **Plumbing 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 leak or an emergency with your plumbing 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 check-up the diagnostic is free and you get a 10% discount on any repairs you authorize. Should you require service before or after your prescheduled system checkup visit you will also be given a 10% discount on the repair.
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 utility bill.
4. Upfront pricing — Our upfront pricing helps you plan your budget for the years to come.

### B. Comfort of Body and Mind

1. Water Heaters — **What We Will Do:** Flush the water heater. Check the burner assembly on your gas water heater, visually check the Temperature & Pressure relief valve for safe operation. Check the vent assembly on your gas water heater, visually check the Temperature and Pressure relief valve for safe operation. Check the vent assembly for carbon monoxide leakage. If electric, check the thermostat settings and re-adjust. Ensure the water heater is operating at peak efficiency. **Why Have It Done:** By having this service done by us, it guarantees that your water heater will be operating at its peak efficiency, saving you money on your utility bill as well as ensuring your safety.
2. Faucets — **What We Will Do:** We will check under the kitchen sink and all lavatories for leaks and corrosion. We will also check for ease of operation and clean the aerators on all of your faucets throughout the house for proper water flow. **Why Have It Done:** Foreign material often comes through your water source. This foreign material clogs the aerator restricting proper water flow. By having this service performed, it will extend the life of your faucet and save you money by not having to replace these items as often.
3. Toilets — **What We Will Do:** We will inspect the toilet and tank for any leaks and proper flushing action. We will check the water-measuring device for proper adjustment along with the flapper for a proper water seal. The float ball, overflow tube and any linkage will be adjusted and set to the manufacturer’s specifications. **Why Have It Done:** To reduce embarrassing and annoying toilet noise from improperly adjusted or defective water measuring devices in the toilet. This service will reduce water consumption and guarantee proper flushing action to move solid waste down the line reducing the chance of a stoppage.
4. Water Pressure Regulator — **What We Will Do:** Our service technician will check the water pressure on the incoming water line and make any necessary adjustments to your exposed regulator. High water pressure could damage your water heater, fixtures and could cause a pipe to burst in the plumbing system. **Why Have It Done:** By having your water pressure checked, it will reduce wear and tear on all of your plumbing fixtures throughout your house. High water pressure can cause severe damage to the plumbing system and your water heater warranty may not be honored. This service will insure that your plumbing water pressure is adjusted correctly and helps extend the life of your water heater and fixtures.

### C. Protection

1. Safety Check Your House — **What We Will Do:** The service technician will walk through your home inspecting your plumbing system and tighten any loose faucet handle during the inspection process. Gas connectors will be inspected visually as well as any exposed piping. You will be shown where your emergency shut-off valve is located along with your emergency gas shut-off, in case of emergency. Your service technician will check under your house for leakage on drains and water lines. He will also inspect under all toilets, tubs, showers, etc. for leakage. **Why Have It Done:** How often do you crawl under your house? Or, do you want to? Leakage from drains or water lines can cause damage to subfloors and floor joists, which can lead to structural damage. Drain leakage can cause unsanitary conditions under your living space.

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## FULL COVERAGE SIMPLIFIED SERVICE PLAN

PARTS, LABOR & EMERGENCY SERVICE

Owner

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Equipment

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Equipment

Make

Model

Serial Number

Equipment	Make	Model	Serial Number
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

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

1. "Water leaking" calls are serviceable any time/date.
2. "Sewage/waste backup into livable area" calls are serviceable any time/date.

### Plan Schedule

Date From

Date To

Amount

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**CUSTOMER ACCEPTANCE:**

Signature

\_\_\_\_\_

Date

\_\_\_\_\_

## Terms and Conditions

1. For purposes of convenience "Company" will be used in place of Charlotte Mechanical. Corporate address is 1624-A Cross Beam Rd, Charlotte NC, 28217, (704) 847-1198. "Customer" is the person or entity that is listed above. "Equipment" is all the plumbing equipment listed 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 his/her prescheduled, yearly inspection, 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 be cancelled 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.

### Plan Schedule

Date From

Date To

Amount

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### CUSTOMER ACCEPTANCE:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### CREDIT CARD INFORMATION:

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

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

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