

General Conditions

1. This agreement is between the customer and Walter A. Dwyer, Inc. (herein referred to as the Company). This agreement will automatically suspend if the customer ceases to pay for repair parts, labor, or other chargeable items when due, or renders or permits anyone other than the Company to perform service to the cooling system and associated equipment, unless so instructed beforehand by the Company. There shall be no obligation upon the Company to perform any service or provide parts after termination of this agreement. Upon termination there shall be no refund or credits allowed. This agreement is transferable.

2. This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection customer's equipment is found to be unacceptable or obsolete, customer's agreement coverage will be cancelled and a pro-rated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.

3. This agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the Maintenance Plan invoice. This agreement is effective for a twelve (12) month period and will automatically renew itself unless either party gives 30-day written notice of termination or if there is a termination under the provisions of condition #2.

4. **Priority Service is defined as first available service and will be billed at normal business hour rates (8:00 A.M. - 4:30 P.M.). Priority Service provided on holidays and/or outside of normal hours will be subject to a prevailing rate of 1-1/2 times, minimum 1 hour. Customer will receive 15% discount on applicable labor rate with the Plan.**

5. Only EMERGENCY SERVICE will be performed outside of normal working hours. EMERGENCY SERVICE shall be defined as: NO heat or air conditioning, creating an unsafe condition or causing damage to property. Non-emergency work, if requested, would be billed at our standard overtime rates.

6. This agreement does not cover water damage due to blockage/leakage in the primary drain pan, secondary drain pan under fan coil unit, or drain lines from drain pans.

7. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources. Replacement of obsolete items for which parts are not available will be performed on a time and material basis.

8. The Company shall be liable solely for repairs to the covered equipment. Under no circumstances shall the Company be liable for any consequential or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective equipment; loss of damage resulting from operation or non-operation of said equipment; delays in performing service; making repairs or installations of parts; because of strikes, accidents, explosions, or shortages; or due to other conditions beyond the control of the Company.

9. Customer will receive an annual 10% discount on the lower-priced option of any bundled Maintenance Plans upon renewal of the combined Plans.

10. This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.



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Priority Service

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- Gas Heaters

Plumbing Services

Why is Annual Maintenance a Good Idea?

With the price of energy increasing, maximizing the efficiency and properly maintaining your equipment will help lower your energy costs. We offer convenient scheduling of your tune-up which is included with your Cooling System Maintenance Plan. When the heat arrives, your cooling equipment will be tuned to run at its best, providing you with cooling and comfort all summer long. With our Cooling System Maintenance Plan, you will save on new equipment installations.



\$200*

TOWARD A
CENTRAL A/C
INSTALLATION

*Save coupon for \$200 toward your next central A/C installation. Cannot be combined with other offers. Limit of one per customer. Coupon only valid for equipment sold and installed by Walter A. Dwyer, Inc.

\$100*

TOWARD A
DUCTLESS SPLIT
A/C INSTALLATION

*Save coupon for \$100 toward a ductless split A/C installation. Cannot be combined with other offers. Limit of one per customer. Coupon only valid for equipment sold and installed by Walter A. Dwyer, Inc.

A/C & Heat Pump Installations

If your air conditioning system is old, inefficient, or in need of repair, upgrading to a new system can help you save significantly on energy costs. Today's systems are as much as 60% more efficient than those systems manufactured as little as 10 years ago. If you are concerned about utility bills or are faced with an expensive repair, you may want to consider replacing your system rather than enduring another costly season or paying to replace an expensive component. The utility cost savings of a new unit can provide an attractive return on your investment.

