



PLATINUM RESIDENTIAL SERVICE AGREEMENT

Want comfort and peace of mind year-round? Carlton Heating and Air Conditioning's Service Agreement program helps to ensure that you are never caught off guard and remain comfortable, no matter what season. It will also ensure your warranty for your system if in warranty and registered with manufacture. This is an Agreement for Spring and Fall Maintenance, on each system.

Value to you:

- Fewer unexpected breakdowns
- Lower energy bills
- Priority service during peak season
- Longer system lifespan
- Better airflow and comfort
- Improved indoor air quality
- Safer system operation
- Protection for your budget and peace of mind

Services Include:

- Condenser Coil inspection and cleaned as required
- Evaporator Coil inspection and cleaned as required
- Blower Wheels inspection
- Refrigerant charge will be checked
- Superheat and sub-cooling will be analyzed
- Proper air flow and dehumidification will be examined and adjusted as needed
- Air filters will be checked and can replaced with customer provided filters

- Thermostats will be checked and calibrated as required
- Controls and Safeties will be tested
- Capacitors will be checked for proper uf rating
- Condensate drain will be inspected for proper drainage
- P-traps will be brushed out to help prevent flooding
- Crankshaft Heater will be inspected for proper operation
- Relays and Contactors will be inspected and tested
- Unit Disconnect will be inspected
- Unit Wiring will be inspected, and any loose connections will be tightened
- Duct Work will be inspected for leaks and proper insulation
- Defrost Timer will be tested
- Reversing Valve will be cycled for proper operation
- Auxiliary Heat Strips will be tested
- Heat Exchangers will be visually inspected for cracks
- Burners will be inspected and cleaned as needed
- Fan Switch will be inspected and adjusted if required
- Pilot will be inspected, cleaned and adjusted if required
- Combustion Air & flue pipe will be inspected
- A final carbon monoxide test will be performed on all gas appliances and surrounding areas

Becoming a Platinum Service Agreement customer, you will also receive additional benefits which include:

- **NO DIAGNOSTIC OR SERVICE CALL FEES(\$125)**
ALSO INCLUDES AFTERHOURS FEES
- Priority same day scheduling
- 20% off repairs and parts
- Air filters are provided and replaced
- Complimentary capacitors

Other services can be completed at the recommendation of the technician or upgraded home items for an additional cost:

- **Inspect and adjust Multiple Zone Systems**
- **Inspect and clean or replace Whole House Filters**
- **Inspect and/or install UV lights/ air scrubbers**
- **Apply Bio Fresh on evaporator coils (anti microbial air freshener)**
- **Inspect Humidifiers or dehumidifiers**
- **Upgrade thermostats**

FIRST SYSTEM: \$395.00 + TAX
\$300.00 + tax for each additional system

Beware of “bait and switch” service plans from lesser companies. Choose professionals with your best interests at heart. Choose a company with a conscience. Choose Carlton!

Homeowner Name: _____

Address: _____

Phone Number: _____

Email Address: _____

Number of Systems: _____

Date of Contract Start Date: _____ **End Date:** _____

Additional Terms:

Carlton Heating and Air Conditioning, Inc gives a 1 year warranty on parts and labor from date of service with active agreement. Carlton Heating and Air Conditioning, Inc Malfunctioning parts and components are extra and will be replaced at a 15% discount as well as any refrigerant added to systems. Compressor failure, coil leaks, system leaks, or any major component failure are not included as part of this service contract. Carlton Heating and Air Conditioning, Inc Peak Performance Service Agreement will be automatically renewed yearly with current credit card on file unless either party cancels. No written notice is required. Carlton Heating and Air Conditioning, Inc will attempt to reach out via phone call and email to schedule maintenance appointment for each season. If contact can not be made or customer does not respond, the appointment will be forfeited, refunds will not be issued for unscheduled or missed appointments by the customer. Carlton Heating and Air Conditioning, Inc's Peak Performance Service Agreement is non-refundable and or transferrable. Carlton Heating and Air Conditioning, Inc does not cover leaks, condensate clog, water damage or dampness to a property. Carlton Heating and Air Conditioning, Inc will not be liable for any consequential damages in any way arising out of non-performance under agreement. This agreement does not guarantee equipment failure. Carlton Heating and Air Conditioning, Inc may decline service if the conditions pose harm/threat to our technicians.

Customer

Signature: _____

Date: ____/____/____