

Williams Comfort Air and Metzler's Mr. Plumber

1077 Third Avenue SW, Carmel, IN 46032

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 HVAC License #: H0002400 • Plumbing License #: PC88701333

www.WilliamsComfortAir.com
 www.MrPlumberIndy.com



CAIRfree Heating and Cooling Maintenance Agreement

✓ TWO YEAR Parts and Labor Warranty ✓ TWO Annual Visits (one Heating and one Cooling) ✓ Earn **CAIRfree Dollars** toward new equipment purchase ✓ Maintain and validate manufacturer warranties AND Williams Comfort Air warranties ✓ Emergency Spot Coolers ✓ CAIRfree Guaranteed Technicians (not outsourced contractor) ✓ Priority Service over Non-Plan Members ✓ FAST Response and 24/7 Emergency Service (NO OVERTIME CHARGES) ✓ 20% Discount on heating and cooling repairs ✓ 5% Discount on heating and cooling equipment ✓ 5% Discount on Indoor Air Quality products ✓ FREE Service Call with repair or Discounted Service Call fee without repair

BONUS... ✓ Regularly scheduled CAIRfree tune-ups can reduce breakdowns by as much as 95% and lower utility bills up to 30%.

CAIRfree COOLING & HEATING ACTION POINTS

(see back for a more detailed list)

- | | |
|---|--|
| <input type="checkbox"/> Check thermostat (C/H) | <input type="checkbox"/> Test cycle for proper operation (C/H) |
| <input type="checkbox"/> Inspect heat exchanger (H) | <input type="checkbox"/> Check fan control (H) |
| <input type="checkbox"/> Check electrical connections (C/H) | <input type="checkbox"/> Check furnace safety controls (H) |
| <input type="checkbox"/> Check refrigerant charge (C) | <input type="checkbox"/> Check for gas leaks (H) |
| <input type="checkbox"/> Lubricate moving parts (C/H) | <input type="checkbox"/> Check gas valve operation (H) |
| <input type="checkbox"/> Check condensate drain (C) | <input type="checkbox"/> Check ignition system (H) |
| <input type="checkbox"/> Look for refrigerant leaks (C) | <input type="checkbox"/> Check gas pressure (H) |
| <input type="checkbox"/> Check disconnect power box (C) | <input type="checkbox"/> Check heat elements (H) |

CAIRfree Scheduling...
Your equipment and satisfaction are our top priority. We'll call you to schedule your tune-ups and/or inspection.

CAIRfree Plumbing Maintenance Agreement

✓ Parts and Labor Warranties on ALL parts and service ✓ ONE Annual Plumbing Inspection ✓ Maintain and validate manufacturer warranties AND Metzler's Mr. Plumber warranties ✓ Earn **CAIRfree Dollars** toward new heating and cooling equipment purchase ✓ CAIRfree Guaranteed Technicians (not outsourced contractor) ✓ Priority Service over Non-Plan Members ✓ FAST Response and 24/7 Emergency Service (NO OVERTIME CHARGES) ✓ 15% Discount on plumbing repairs ✓ 10% Discount on Water Heaters (TANKLESS and traditional), Water Softeners and Water Filtration Systems ✓ FREE Service Call with repair or Discounted Service Call fee without repair ✓ \$10 Discount on SNOWBIRD Fly-Away Service

BONUS... ✓ Reduce risk of breakdowns ✓ Maintain safe operation ✓ Increase efficiency

CAIRfree PLUMBING ACTION POINTS

(see back for a more detailed list)

- | | |
|---|---|
| <input type="checkbox"/> Locate and check ALL emergency water shut-off valves | <input type="checkbox"/> Check operation of sewage ejector pump and valve |
| <input type="checkbox"/> Check water heater | <input type="checkbox"/> Check operation of sump pump |
| <input type="checkbox"/> Check water softener | <input type="checkbox"/> Check shower/bath tub |
| <input type="checkbox"/> Check laundry connections | <input type="checkbox"/> Check bathroom faucets |
| <input type="checkbox"/> Check kitchen drains and faucets | <input type="checkbox"/> Check toilets |
| <input type="checkbox"/> Check garbage disposal | <input type="checkbox"/> Inspect outside plumbing |

CAIRfree Customer Information: New Renewal

Customer Name: _____ Email : _____

Address: _____ Home: () _____

City, State Zip: _____ Cell: () _____ Work : () _____

Address of Work Performed: _____

Notes: _____



CAIRfree Maintenance Agreement Selection

LENGTH OF CAIRfree MAINTENANCE AGREEMENT

- 1 Year 2 Years 3 Years 4 Years 5 Years

TYPE OF CAIRfree MAINTENANCE AGREEMENT

- HVAC Plumbing Combined \$ _____

Our CAIRfree Promise

We will provide you with a complete precision tune-up and professional cleaning for your heating and cooling equipment AND/OR a complete plumbing inspection for the term of this agreement. You will also benefit from all discounts listed above based on the plan that you have chosen.

PAYMENT OPTIONS

- AIR CHARGE CREDIT CARD A/R CASH CHECK

Card #: _____ Exp. Date: _____

Signature _____ Valid. Code _____

Print _____ Date ____/____/____

TOTAL DUE AND PAYABLE

\$

Technician _____

CAIRfree Cooling & Heating Action Points

- Check thermostat (C/H)
- Check temperature drop/rise (C/H)
- Clean condenser coil (if necessary) (C)
- Inspect heat exchanger (H)
- Check and adjust air flow (C)
- Check all electrical connections (C/H)
- Check amp and volt draw on motors (C/H)
- Check refrigerant charge (C)
- Lubricate moving parts (C/H)
- Check condensate drain (C)
- Check all capacitors (C)
- Look for refrigerant leaks (C)
- Check contactor (C)
- Meg check compressor (C)
- Check compressor terminals (C)
- Check disconnect power box (C)
- Check breaker and SSU (C/H)
- Inspect evaporator coil when accessible (C)
- Test cycle for proper operation (C/H)
- Clean air conditioner/furnace cabinet (C/H)
- Check fan control (H)
- Check furnace safety controls (H)
- Check for gas leaks (H)
- Check gas valve operation (H)
- Check ignition system (H)
- Check gas pressure (H)
- Check heat elements (H)
- Check sequencer operation (H)
- Check oil filter (H)
- Check reversing valve operation (H)
- Check defrost control (H)
- Check oil nozzle (H)

Maintenance Agreement Exclusions

Humidifier service, pads, media or filter replacements, refrigerant and electronic air filter cleaning are not included.

CAIRfree Plumbing Action Points

- Water Heater...
 - Perform water heater flush-out cleaning
 - Check temperature & pressure relief valve
 - Check for leaking or corrosion
 - Check burner area on gas water heater
 - Check exhaust pipe condition
 - Locate emergency water shut-off valves
 - Place sticker on water heater
- Water Softener...
 - Check water softener
 - Explain how to put water softener on by-pass
- Laundry Area...
 - Check emergency shut-offs
 - Check laundry tub – drain, pump & faucet
- Kitchen...
 - Check under sink drain piping
 - Check emergency water shut-off valves
 - Check garbage disposal
 - Place sticker on garbage disposal
 - Check drains and faucets for proper function and general appearance
- Basement...
 - Check water meter
 - Check incoming pressure
 - Check emergency water shut-offs
- Basement (continued)...
 - Show customer where valves are
 - Check operation of sump pump and valve
 - Examine exposed lines for leaks or corrosion
 - Check operation of sewage ejector pump and valve
- Bathrooms...
 - Check shower head for proper operation
 - Check bathtub drain
 - Check trip lever
 - Check internal parts of toilet tank
 - Check & tighten toilet seat
 - Check tub & shower caulk
 - Check lavatory p-trap
 - Check aerator on lavatory
 - Check function of pop-up drain
 - Check emergency water shut-off valves
 - Check faucets for dripping and general appearance
- Outside...
 - Check hose bibs
 - Check vacuum breakers for dripping
 - Show curb stop location to customer

Plus MUCH MUCH MORE!

The “STUFF” You Need To Know...

If you aren't satisfied, then we aren't satisfied. We value your comments and opinions and act upon your input in evaluating our processes and employees. Bottom line... we'll do our job RIGHT or you'll get your money back!

This agreement will automatically renew per the Length and Type of Selection on the front unless contacted prior to the date of renewal. You will be sent a reminder of the upcoming renewal.

You do have three days (72 hours) to cancel this agreement. Just mail or deliver a dated cancellation notice to: Williams Comfort Air, 1077 Third Avenue SW; Carmel, IN 46032.

The “STUFF” That We Have To Say...

This Agreement is between the Seller and the Purchaser and is a maintenance agreement, not an insurance policy, extended warranty or service contract.

- I. This Agreement starts at 12:01 a.m. local time on the effective date identified on the front of this agreement and extends for the one, two, three, four or five year period as indicated on the front of this Agreement.
- II. We will provide the following benefits to you during the term of this Agreement with respect to the listed equipment: A. We will perform semi-annual performance inspections on your listed heating and cooling equipment and/or one plumbing inspection each 12-month period during the term of this Agreement. Performance inspections will include (to the extent applicable and to the extent of the components of your listed equipment are accessible) those services indicated above. B. You may contact us to schedule your performance inspections. Performance inspections will be scheduled to be completed during the term of this Agreement during normal business hours. C. For other service, we will use reasonable efforts to provide you with priority service through preferential treatment in the scheduling of your call. You may contact us for emergency service 24 hours a day, seven days a week. Emergencies are situations that create substantial risk or injury to persons or substantial property damage. D. For any repairs we perform on the listed equipment during the term of this Agreement, we will provide you with our up-front pricing applicable to such repairs, when available. E. We will provide you with a twenty percent (20%) HVAC and a fifteen percent (15%) plumbing discount off our usual and customary rates and will not charge you overtime towards repairs/work you have us perform on the listed equipment during the term of this agreement. F. Repairs performed by us on the listed equipment during the term of this Agreement will be covered by our warranty on the repair services we provide.
- III. This Agreement will expire and may be transferred or canceled as follows: A. This agreement will automatically renew per the Length and Type of Selection on the front unless contacted prior to the date of renewal. You will be sent a reminder of the upcoming renewal. B. This Agreement may be transferred by you only to the person to whom you sell your residence during the term of this Agreement. This Agreement may be transferred by us at any time. C. No service will be required to be rendered by us under this Agreement if you have a past-due account and this Agreement can be canceled by us for fraud, material misrepresentation, your failure to make any payment required under this Agreement when due or your failure to pay for any services or goods rendered or provided by us to you, whether in connection with this Agreement or otherwise. D. In addition to any right you may have under the law or elsewhere in this Agreement, you may cancel this Agreement within the first three days following the effective date of this Agreement. If no services have been performed under this Agreement or if required by law, you will receive a full refund.
- IV. This Agreement does not cover and we will not be responsible for: A. Any breakdown or failure of the equipment or any failure to detect any defect in or malfunction of the equipment. B. Any parts or labor for any required repair, except that if you have us provide the required repairs on the listed equipment during the term of this Agreement, the repairs will be provided in accordance with the provisions in Section III. D, III E. and III. F of this Agreement. C. Any consequential, secondary or incidental damages or any bodily injury or property damage, regardless of cause. HVAC License #: H0002400 Plumbing License #: PC88701333



We appreciate when you recommend us to your family, friends and neighbors. To show this appreciation, we will give you \$100 when just one new comfort system is purchased by someone whom you have referred to us; and, we will give you \$125 for EACH additional comfort system purchased from your referrals. We will also give you \$25 when you refer someone to us for heating, cooling or plumbing service. Let us thank you! Just have your friend, neighbor or relative call us at (317) 844-3944.