



PREVENTIVE MAINTENANCE SERVICE AGREEMENT

CUSTOMER	EQUIPMENT	AGREEMENT
Name: _____	System brand / model: _____	Start date: _____
Address: _____	Year installed: _____	End date: _____
City/State/Zip: _____	Serial #: _____	Tier selected: <input type="checkbox"/> Silver <input type="checkbox"/> Gold
Phone: _____ Email: _____	# of systems covered: _____	<input type="checkbox"/> Platinum
		Payment: <input type="checkbox"/> Annual <input type="checkbox"/> Monthly auto-pay

PLAN COMPARISON

Included benefit	SILVER \$190 / year \$17.50 / month	GOLD \$233 / year \$21.50 / month	PLATINUM \$295 / year \$27.00 / month
Two PM visits per year (spring AC + fall furnace)	✓	✓	✓
10% discount on all parts & equipment	✓	✓	✓
Priority response for emergency repairs	✓	✓	✓
Digital condition report after each visit	✓	✓	✓
Summer evaporator / condenser coil cleaning	—	✓	✓
Duct system inspection & leakage check	—	—	✓
1" standard filters replaced on all returns	—	—	✓
Each additional unit / system (per year)	+\$55	+\$85	+\$98

SCOPE OF PREVENTIVE MAINTENANCE VISITS

COOLING SYSTEM (Spring Visit)

- Inspect & clean condenser coil fins
- Test run capacitor & start capacitor MFD
- Inspect contactor — check for pitting & wear
- Measure compressor amp draw & compare to nameplate
- Inspect condenser fan motor, blade & bearings
- Check refrigerant pressures; record subcooling & superheat
- Test for refrigerant leaks — visual & electronic
- Inspect evaporator coil for frost, dirt & damage
- Measure supply-return temperature split
- Inspect & flush condensate drain line; treat pan
- Inspect blower motor, wheel & measure amp draw
- Replace air filter (size noted on record) *
- Inspect wiring connections; tighten terminals
- Test thermostat calibration & cycling operation
- Clear debris from unit base; check pad level
- Inspect disconnect box & verify breaker sizing
- Coil cleaning — evaporator & condenser (Gold/Platinum)

HEATING SYSTEM (Fall Visit)

- Inspect heat exchanger for cracks, corrosion & separation
- Combustion analysis — CO, CO₂, O₂, & efficiency %
- Inspect & clean burner assembly
- Check gas supply & manifold pressure
- Test & clean flame sensor — measure microamp reading
- Inspect hot surface ignitor; record resistance reading
- Test gas valve operation & safety lockout sequence
- Inspect flue pipe — connections, pitch & clearances
- Test draft inducer motor & pressure switch
- Inspect & test high limit switch and rollout switch
- Test carbon monoxide detector (note location & date)
- Inspect condensate system on high-efficiency units
- Inspect & replace air filter (size noted on record) *
- Inspect blower motor & wheel — amp draw & cleanliness
- Check blower motor capacitor MFD
- Measure temperature rise; compare to nameplate range
- Test thermostat — heat call, fan auto/on staging
- Cycle system through full heating sequence

* Filter furnished by customer unless enrolled in Platinum tier.

TERMS & CONDITIONS

Coverage & Exclusions

This agreement covers preventive maintenance labor only. Parts, refrigerant, and repairs are billed separately at published rates (contract members receive 10% discount). **Agreement does not cover equipment damaged by neglect, improper installation, acts of nature, power surges, or pre-existing deficiencies identified at enrollment.**

All repair parts are warranted for one (1) year and labor is warranted for 30 days from date of service. **For aging or failed equipment, we offer competitive pricing with financing options available.**

Term, Renewal & Cancellation

Agreement term is 12 months from start date. Monthly auto-pay agreement renews automatically unless cancelled in writing 30 days prior to renewal. Annual payment customers will receive a phone call to renew the agreement. **Customer may cancel within 30 days of start date for a full refund less any services rendered. After 30 days, cancellation is prorated to services not yet performed.**

Scheduling & Priority Response

Maintenance visits are scheduled at mutually agreeable times. Contract members receive priority dispatch for emergency repair calls during normal business hours (Mon–Fri 7 AM–5 PM). After-hours emergency service is available at a published after-hours surcharge. Emergency response is targeted within 4 hours.

AUTHORIZATION & SIGNATURES

By signing below, the customer authorizes Crabbe Service Co. to perform scheduled preventive maintenance visits per the terms of this agreement and confirms the tier and billing selections above.

Customer signature

Authorized representative — Crabbe Service Co.

Date

Date