

**Preventative Maintenance Agreement**

I, \_\_\_\_\_, accept Carolina Custom Air, LLC to serve all my heating and air conditioning needs. **Carolina Custom Air, LLC** proposes to conduct a Cooling and Heating preventative maintenance check of my \_\_\_\_\_ heating and air conditioning system(s) located at \_\_\_\_\_, for the cost of \$ \_\_\_\_\_ a year. **Carolina Custom Air** will extend a 15% discount for all parts and labor for any additional **maintenance work** required. Upon receipt of payment of \$ \_\_\_\_\_ Carolina Custom Air, LLC will call to schedule my maintenance appointments. My agreement will expire one year from the date signed below. Carolina Custom Air will make **TWO** attempts to reach you and schedule your maintenance appointments, after the second attempt you will be responsible for calling Carolina Custom Air to schedule your appointment.

**I have read all the above and back page and agree to all terms and charges.**

\_\_\_\_\_  
Print Name Phone Number \_\_\_\_\_

\_\_\_\_\_  
Sign Name Date Email \_\_\_\_\_

Please feel free to contact us with any questions at 843-216-8277. See other side for more information.  
Thank you for your business and time.

---

For Office Use Only

- Cooling Maintenance '15-**
- Heating Maintenance '16-**

**Benefits of the Carolina Custom Air, LLC contract customer:**

1. Reduces energy costs: A clean and properly operating system operates more efficiently if done at regular intervals, than units not maintained.
2. A constant 15% discount: Includes a discount on all parts and labor, on calls between maintenance services.
3. Priority service: Maintenance contract customers will receive priority service over non-maintenance customers.
4. Extended life of equipment: Well-maintained and serviced equipment will last longer than equipment that is neglected.
5. Fewer breakdowns: Most major problems will be caught before it ever gets to the breakdown stage.
6. Peace of mind: Carolina Custom Air, LLC maintenance customers will have the peace of mind knowing that their system is clean and operating properly.

**Carolina Custom Air, LLC Proposes To: Before or During the Air Conditioning Season**

1. Check all electrical connections for loose or burnt wires.
2. Inspect indoor and outdoor unit coils. Clean if needed.\*
3. Inspect all air filters.
4. Inspect fan motors. Lubricate if required.
5. Check thermostat operation and calibration.
6. Inspect drain pans and condensate lines. Clean if needed.
7. Check Freon levels.
8. Make sure outdoor unit is free from debris.
9. Inspect blower wheel. Clean if needed.
10. Record temperature drop across indoor unit.

\* Coils must be accessible extra charges may apply for non-accessible coils.

**Carolina Custom Air, LLC Proposes To: Before or During the Heating Season**

1. Check all electrical connections for loose or burnt wires.
2. Inspect indoor and outdoor unit coils. Clean if needed.\*
3. Inspect all air filters.
4. Inspect fan motors. Lubricate if required.
5. Check thermostat operation and calibration.
6. Inspect drain pans and condensate lines. Clean if needed.
7. Check Freon levels.
8. Make sure outdoor unit is free from debris.
9. Inspect blower wheel. Clean if needed.
10. Inspect heat exchangers and burners. Clean if needed.\*\*
11. Inspect auxiliary heat for proper operation.
12. Record temperature rise across indoor unit.

\* Cleaning includes no chemicals extra charges will apply if chemicals are used.

\*\* Extra charges apply if removal of burners is required.

**Carolina maintenance customer:** Includes inspections only. Filters and cleaning of coils (if cleaner is needed) is not included. All major parts and Freon are not included and will be charged accordingly. The price of this option is \$155.00 for the first system and \$115.00 each additional system both options include 2 annual inspections. Payment must be paid in full on or before the first scheduled PM appointment. This agreement is *non-refundable*.

Carolina maintenance customers will receive a 15% discount on repairs between services; also priority service if a breakdown occurs. The 15% discount does not apply to new installations of new systems.

Filter replacement is still required to be done between intervals and is the customer's responsibility to provide and replace filters when needed.

Humidifiers are an additional \$53.00 per year, which includes the water panel or water filter. Space-guard media type filters are \$40.00 per media replacement.  
Add \$10.00 to each roof top unit.

This maintenance contract does not apply to oil fired equipment and boilers.

It is the desire of Carolina Custom Air, LLC to give forth 110% all of the time. We strive to provide the highest quality service, installation and maintenance of heating and air conditioning systems. We understand the importance of being on time and treating your home or place of business, as it is our own. Our customer satisfaction is our number 1 goal and we will do whatever deemed necessary to provide that satisfaction. We appreciate the opportunity to do business and will provide the best services possible to our customers. **THANK YOU FOR YOUR BUSINESS!!!**