

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. Extended life of equipment: Well-maintained and serviced equipment will last longer than equipment that is neglected.
3. A constant 15% discount: Includes a discount on all parts and labor, on calls between maintenance services. (The initial diagnostic service call rate is not part of the discounted parts and labor offer)
4. Priority service: Maintenance contract customers will receive priority service over non-maintenance customers.
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: Conduct Cooling System Maintenance

1. Check all electrical connections for loose or burnt wires.
2. Inspect indoor and outdoor unit coils. Clean if needed.*
3. Inspect 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.

Carolina Custom Air, LLC Proposes To: Conduct Heating System Maintenance

1. Check all electrical connections for loose or burnt wires.
2. Inspect indoor and outdoor unit coils. Clean if needed.*
3. Inspect 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.

* Cleanings do not include the use of chemical treatments, extra charges will apply if chemicals are used. Coils must be accessible extra charges may apply for non-accessible coils.

** Replacement filters not included.

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

All major parts and Freon (refrigerant) are not included and will be charged accordingly.

This maintenance contract does not apply to oil fired equipment and boilers. Space-guard media type filters, Humidifiers which includes the water panel or water filter; are additional.

Carolina Custom Air maintenance customer: Carolina Custom Air maintenance customers will receive a 15% discount on repairs between services; also priority service if a breakdown occurs. Discount does not apply to new installations or service call fee. Payment must be paid in *full* on or before the first scheduled PM appointment. This agreement is *non-refundable*.

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

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 ONE 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.