

STRUVEN FAMILY MAINTENANCE PROGRAM

This maintenance program is meant to keep your system running safely and efficiently. The program also gives the customer a chance to make repairs on failing parts, helps to avoid breakdowns and offers helpful insight as to how the system is operating.

<u>Non-member weekday rates</u>	<u>Non-member weekend/holiday/ after -hour rates</u>	<u>Member weekday rates</u>	<u>Member weekend/holiday/ after -hour rates</u>
\$100 dollar service fee.	\$150 dollar service fee.	\$89 dollar service fee.	\$100 Dollar service fee.

Maintenance program Includes:

***1 Check up in the Cooling Season**

April 1st - October 1st

***1 check up in the Heating Season**

October 1st - April 1st

Service rates

Reduced service rates on holidays, after-hours, and weekends.

Install rates

Install labor rates are reduced by 20%. No Discounts on materials or equipment

No break down Guarantee

We guarantee that any repair, service or repair/replacement suggestion that we make to your system, will keep that system operating safely and efficiently for the current season. If we overlook any problem, Struven Heating and Cooling LLC. will pay for the first \$100 in parts and in most cases wave all service and labor rates. Service and labor rates will be waved at a maximum of \$200 dollars. Natural Disasters, severe weather, intentional or unintentional damage and misuse are not covered by the no break down guarantee. **No break down guarantee limited to units 10 years and younger due to warranty constraints.**

Warranties and Guarantees

*Annual maintenance is required by equipment manufacturers to maintain your manufacturer's warranty for your equipment.

Guarantees and warranties are considered null and void if evidence of tampering, alterations or repairs to the system by anyone other than Struven Heating and Cooling LLC. is found. Intentional damage, unintentional damage, and misuse will void all warranties and guarantees.

Refunds If Struven Heating and Cooling LLC. does not perform any services, a full refund will be issued to the original member. A partial refund will be issued for members that use either of the fall or spring checkup. If any discounted labor or reduced weekend/holiday/after-hours service rates are used a refund will not be given under any circumstance, but the checkups are still valid.

PAYMENTS

Failure to pay Struven Heating and Cooling LLC. for services rendered will void any warranties, guarantees and the maintenance program entirely.

Filter Changes It is the sole responsibility of the homeowner, tenant, or landlord to replace filters once per month, filters must be pleated and have a merv level of 9 to 11 thickness unless otherwise instructed by Struven Heating and Cooling LLC. **We sell filters!**

Tech support

Tech support is provided with the maintenance program.

Changes in policy

Maintenance policies will not be changed without notice and will not be changed while using membership. Any changes will go into effect the next year.

(Major repairs, major cleanings and parts not included)

Maintenance program for one Year is \$165.00

Includes both furnace and Central air.

Policy Holder

Signature _____ Date _____

Print Name _____

Address _____

Phone Number _____

Struven Heating and Cooling LLC. Signing officer

Signature _____ Date _____

Print name _____

*****Note: Due To the overwhelming difficulty of getting customers on the schedule for maintenance, we ask that customers call for scheduling during the heating and cooling season once they are ready to have their equipment serviced*****

