

STRUVEN FAMILY MAINTENANCE PROGRAM

This maintenance program is meant to keep your system running safely and efficiently. It also gives the customer a chance to make repairs to failing parts, avoiding breakdowns and offering helpful insight as to how the system is operating.

<u>Non- member weekday rates</u>	<u>Non-member weekend/holiday/ Emergency rates</u>	<u>Non-member Non-Emergency rates</u>	<u>Member Weekday/ weekend/holiday/ Emergency rates</u>
\$89	\$179	\$200	\$69

Maintenance program Includes:

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

March - October

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

October - March

Service rates

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

Install rates

Install labor rates are reduced by up to 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 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. **The No breakdown guarantee is limited to units 10 years and younger due to warranty constraints.**

Ac units leaking refrigerant are not covered under the program.

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 any discounted labor or reduced weekend/holiday/after-hours service rates are used a refund will not be given under any circumstance. Under special circumstances a full or partial refund may be applied.

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

24-hour 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 next year.

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

Maintenance program for one Year is \$175.00

Policy Holder

Signature _____ Date _____

Print Name _____

Address _____ Email _____

Phone Number _____

Struven Heating and Cooling LLC. Signing officer

Signature _____ Date _____

