

HOLT KAMP

Heating & Air Conditioning, Inc.

Prevent Breakdowns | Maximize Efficiency | Extend Equipment Life

Contact us at 770.271.7511

ComfortCare™ Maintenance Plan

Your heating and air conditioning system is the unsung hero in your family, keeping you comfortable during the most extreme temperatures. By enrolling in our ComfortCare Plan™, you get priority service and regular maintenance to help prevent breakdowns, and ensure optimum performance and efficiency. So sign up today and enjoy superior comfort from comprehensive care!

Comprehensive HVAC Maintenance & Prevention

Yes! Sign me up! New Customer Renewal

Name: _____ Email: _____

Address: _____ City: _____ State: _____ Zip: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____

Preferred Days of the Week or Times for Scheduled Service (We will call you to set a specific appointment.) _____

1 Year
Protection Plan

\$176

Additional System:
\$105 Each

2 Year
Protection Plan

\$326

Additional System:
\$185 Each

3 Year
Protection Plan

\$461

Additional System:
\$274 Each

4 Year
Protection Plan

\$576

Additional System:
\$331 Each

5 Year
Protection Plan

\$676

Additional System:
\$391 Each

First System Investment: \$ _____ Additional System: \$ _____ Accessories: \$ _____

Payment by: Visa MasterCard Discover AMEX Check Total \$ _____

Customer Approval: _____ Date: _____

To provide continuous coverage, this plan is automatically renewed. We will notify you one week prior to the renewal date.

ComfortCare™ Maintenance Plan

Beginning Date:

Ending Date:

Benefits Include:

- 15% discount on heating and cooling repairs
- 10% discount on indoor air quality accessories (air cleaners, humidifiers, and more)
- \$10 off diagnostic fee
- Holtkamp Lifetime Parts & Labor Warranty etc. on all repairs as long as you maintain your ComfortCare Plan™
- NATE certified, Holtkamp technicians
- Priority scheduling over non-plan customers
- 24/7 emergency service
- Maintaining and keeping valid all manufacturers warranties
- Reduced risk of costly breakdowns
- Increased efficiency and reduced energy costs
- Maintaining safe operation

Gas Furnace Checklist

1. Clean heat exchanger as needed.
2. Check thermostat operation.
3. Clean burners as needed.
4. Check and adjust safety controls.
5. Clean flame sensor.
6. Clean and check ignition controls.
7. Check gas pressure.
8. Check entering and leaving temperatures.
9. Check vent piping and venting.
10. Lubricate as needed.
11. Check for gas leaks at furnace.
12. Perform combustion analysis & tune to highest efficiency.
13. Inspect heat exchanger for safety defects.
14. Check gas valve operations.
15. Clean and/or replace filters.

Electric Furnace Checklist

1. Clean and check automatic controls.
2. Check all wiring for loose connections and condition of insulation/repair as necessary.
3. Check supply voltage.
4. Check amperage draw of heat strips.
5. Lubricate as needed.
6. Test safety shutoff response.
7. Check blower belt wear, tension and alignment.
8. Check entering and leaving temperatures.
9. Test heat sequencer.
10. Clean and/or replace filters.

Air Conditioning Checklist

1. Check condenser coil for proper airflow.
2. Check voltage and amps to all motors.
3. Check for oil and refrigerant leaks.
4. Check safety devices.
5. Check blower belt wear, tension, and alignment.
6. Check expansion valve and coil entering and leaving temperatures.
7. Check thermostat operation.
8. Check starting contactor contacts.
9. Check outside disconnect.
10. Check refrigerant level and pressures.
11. Check condensate drain.
12. Lubricate as needed.
13. Check electrical connections for tightness.
14. Check all capacitors.
15. Clean and/or replace filters.

Heat Pump Checklist

1. Lubricate as needed.
2. Check defrost control circuit boards.
3. Test reversing valve operation.
4. Check air flow for maximum efficiency.
5. Check safety devices.
6. Check electrical connections for tightness.
7. Check for oil and refrigerant leaks.
8. Test electrical controls for proper operation.
9. Check refrigerant level and pressures.
10. Check refrigerant controls and coil temperature for maximum efficiency.
11. Check all capacitors.
12. Clean and/or replace filters.

Service to indoor air quality components such as humidifiers, electronic air cleaners, etc. are not included. Ask your technician to include these on your ComfortCare Plan™.

Terms and Conditions of Agreement

AGREEMENT SERVICE HOURS

The service outlined in this agreement will be performed during normal working hours. Repair service requested by the customer will be provided during normal working hours, on a preferential basis. Labor and materials will be charged at the discount agreement rates. After normal working hours, a service call fee of 1-1/2 the normal rate will be charged (emergency service). Labor and materials will be charged at the discount agreement rate.

LIFETIME PARTS & LABOR WARRANTY

We will repair or replace any new component which was installed (by our company) in your existing HVAC system, during the lifetime of your system. "Lifetime" in this agreement means the lifetime of the HVAC system, which is 15 years for all brands except for Trane, which is 20 years. In cases where the component failure was caused by another problem, all recommendations for repair must be followed for the warranty to be applied.

Repair workmanship is guaranteed on the installed part only. We do not provide a labor guarantee on parts other than those we install. If repairs later become necessary due to other defective parts, parts and labor will be charged separately. Repair charges necessary to correct defects discovered by the preventive maintenance inspection will be the sole responsibility of the purchaser and billed at the discount agreement rate. This agreement shall be null and void if any equipment covered herein has been subject to Acts of God or conditions beyond the control of Holtkamp Heating & Air Conditioning, Inc. including but not limited to accidents, fire, misuse, improper adjustments, modifications, alteration, tampering, disconnection, vandalism or failure to properly maintain or operate the equipment.

RENEWAL, CANCELLATION, TRANSFER

This agreement is automatically renewable yearly but may be terminated by Holtkamp Heating & Air Conditioning, Inc. upon nonpayment of any amount due. Notification may be made of any payment which is not received when due and if payment is not made within (10) days from the date of such notification, this agreement shall automatically cease as of the date and Holtkamp Heating & Air Conditioning, Inc. shall have no further obligation of any nature whatsoever. This agreement shall be subject to price revision on any anniversary date. This agreement may be terminated by the purchaser upon (30) days written notice of such intention to terminate. A refund for the remaining agreement period will be made on a prorated basis, with deductions for work already performed including administrative support.

This proposal and the terms specified herein constitute our entire agreement. This proposal becomes agreement upon receipt of moneys and written approval by our authorized representatives. This agreement will run for a term of twelve (12) months and will be renewed automatically unless cancelled by either party. The customer cannot assign or transfer this agreement without written notification and approval of Holtkamp Heating & Air Conditioning, Inc.

ATTORNEYS FEES

In the event any sums hereunder are not paid when due but are collected by an attorney at law, Holtkamp Heating & Air Conditioning, Inc. shall be entitled to an additional fifteen percent (15%) of the sums due as attorney's fees in addition to all costs and expenses in that collection effort.

ARBITRATION

In the event of a disagreement between customer and Holtkamp Heating & A/C Inc., it is agreed the dispute will be resolved through arbitration administered by the Better Business Bureau of Metropolitan Atlanta, Inc. Any dispute not resolved shall be filed and litigated exclusively in the courts in the County of Gwinnett, State of Georgia.

INJURIES & DAMAGES

During the term of this agreement, we will take all reasonable precautions to avoid injury to persons and damage to property while on premises. However, Holtkamp Heating & A/C Inc. shall not be responsible for any injuries or damage unless there is an adjudication of gross negligence or willful misconduct. Holtkamp Heating & A/C Inc. shall not be liable for any special or consequential damages. Holtkamp Heating & A/C Inc. shall not be responsible to customer for any insured loss.

MODIFICATIONS

This agreement shall not be modified or amended except by instrument in writing signed by or on behalf of parties.

NO WAIVER

No failure by Holtkamp Heating & A/C Inc. or customer to exercise any power given to either of them hereunder, shall constitute a waiver of their rights to later demand strict compliance with the terms hereof.

STATE LICENSE

Holtkamp Heating & Air Conditioning, Inc. is licensed by the state of Georgia #CN7948.