

Residential Preferred Customer Program



PLUMBING • HEATING • COOLING

(717) 938-8214

WWW.DAVIDLEROY.COM

Client _____

Address _____

City _____ State _____ Zip _____ Phone _____

EQUIPMENT LOCATION:

Address _____

Apartment No. _____ Building No. _____ City _____

We agree to provide you with a complete factory precision tune-up and professional cleaning as described on the back of this form for the heating, air conditioning or other equipment (as indicated below) during the term indicated and subscribed to herein. If our office does not contact you to schedule this service within 30 days after the scheduled month indicated below we will refund your money in full. Refund not available to customers who cancel, miss or do not confirm appointment. We understand that things come up that get in the way of your busy schedule. We will work with you to the best of our ability to schedule the tune up at a convenient time for you during our normal business hours.

Check appropriate fields. Payment is due today.

HEATING EQUIPMENT:

- Boiler, Oil. Water . . . Steam
- Boiler, Gas. Water . . . Steam
- Furnace, Oil
- Furnace, Gas
- Heat Pump. Air. Water
- Air Conditioning, Central
- Grinder Pump
- *Water Heater Oil (domestic only).
- *Water Heater. . . Gas Electric

Annual Tune-up

- \$179.00
- \$119.00
- \$179.00
- \$119.00
- \$119.00
- \$179.00
- \$179.00
- \$99.00
- \$79.00

Biannual Tune-up

- W/AC or Heat Pump \$279.00
- W/AC or Heat Pump \$219.00
- W/AC or Heat Pump \$279.00
- W/AC or Heat Pump \$219.00
- W/AC or Heat Pump \$189.00
- Additional System Same Location 10% Less
First Year Investment \$ _____
No. _____ Add. Years - 10% = \$ _____
10% off each additional year purchased in advance
Total Investment \$ _____

*Only available when paired with another system.

| Equipment | Brand* | Age | Model Number* | Serial Number* |
|-------------------------------|--------|-----|---------------|----------------|
| Indoor Unit - Heat Pump / AC | | | | |
| Indoor Cased Coil - HP / AC | | | | |
| Outdoor Unit - Heat Pump / AC | | | | |
| Furnace - Gas / Oil | | | | |
| Boiler | | | | |
| Water Heater | | | | |
| | | | | |

ADDITIONAL BENEFITS:

- Improved efficiency / restored capacity = **Lower operating cost, more comfort**
- Extended equipment life = **Long term savings**
- Priority customer service = **Peace of mind – you get fast service**
- **15% Discount** on parts and labor during normal business hours. Includes: Plumbing, Heating, Air Conditioning, Drain Cleaning, Well Pump Systems, Water Treatment.
- Agreement is transferable = **Added value to your home**
- **24 Hour Emergency Service / Never an Overtime Charge**
- Reduced equipment break downs = **Fewer inconveniences and money saved**

In addition to the above listed services, we will provide you with emergency service - 24 hours a day - 365 days a year. You simply call our emergency answering service and get help within minutes. It is our intention to provide exceptional service to keep you happy and your system in good operating condition. This is how we strive to earn your business everyday!

Company Rep: _____ Client Approval: _____ Date: _____

Circle months service is to be performed:

| Heating Tune-up | | | | | | | Cooling Tune-up | | | | |
|-----------------|------|------|------|------|------|------|-----------------|-----|------|------|------|
| Sept. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | July | Aug. |
| | | | | | | | | | | | |

Filter Type: _____ Size: _____ X _____ X _____

One inch thick filters included in maintenance. Replacing any other type of filter included at an additional charge only. Humidifiers and Indoor air quality equipment not included.

Humidifier _____

Other _____

Planned maintenance doesn't cost ... It pays!

Heat Pump & AC Tune-up:

- Check condensing coil
- Test starting capabilities
- Test and adjust blower components
- Test and check safety controls
- Clean or replace filters
- Clean condensate drain
- Test voltage of motors
- Test amp draws on motors
- Lubricate necessary moving parts
- Check thermostat
- Check for proper air flow
- Measure Temperature difference
- Check expansion valve
- Check evaporator coil if accessible
- Test in heat cycle
- Test to obtain maximum operating efficiency

Water Heater Tune-up:

- Inspect thermal expansion tank and check for thermal expansion problem
- Test elements and t-stats
- Inspect wiring
- Inspect flue piping.
- Flush debris out of tank
- Test Relief valve
- Remove/clean/check burner assembly
- Check for leaks
- Test water and gas shut-off valves

Oil Burner & Gas Tune-up:

- Check and test all oil burner parts
- Test and adjust operating pressures
- Vacuum clean smoke pipe to chimney
- Test and adjust blower components
- Test and check safety controls
- Clean or replace filters
- Clean condensate drain
- Test voltage of motors
- Test amp draws on motors
- Lubricate necessary moving parts
- Check thermostat
- Check for proper air flow
- Check and adjust ignition system
- Clean, test and adjust fuel pump
- Clean nozzle assembly, replace nozzle.
- Test fire to ensure proper operation.
- Test to obtain maximum operating efficiency, record results to on-site record document.
- Set-up with digital combustion analyzer.
- Ensure proper combustion for your safety.
- Test for carbon monoxide potential problems.

Grinder Pump Tune-up:

- Check Contactors & Relays
- Check all Pilot Lights
- Check fuses for continuity
- Check transformer
- Check pump motor amps
- Check High water alarm for proper operation
- Check for unwanted moisture in junction box
- Pull floats and check for proper operation
- Remove any foreign build-up on floats
- Pressure wash pump pit and components
- Treat pump tank with enzyme

OUR EXCLUSIVE (TWO-YEAR +) FULL WARRANTY

For Residential Customers - all service or repair work is fully warranted for a period of two years (unless otherwise noted on work order). Typically well pump systems and Pro series water heaters have a Five year parts and labor warranty. Heating and air conditioning systems are available with up to 10 year parts and labor warranty – ask our team member what yours is if you don't already know. When you purchase our Wolverine Brass faucets we guarantee the cartridge not to leak as long as you own it (includes parts and labor). Commercial work and drain cleaning is fully warranted for a period of Six Months. No warranty work shall be rendered for any customer with a past due account. David LeRoy Plumbing, Inc. shall not be liable for any repairs necessitated by fire, flood, or other acts of God; damage by negligence or misuse by others, faulty system design; improper operation; malicious mischief or vandalism. We do not provide a warranty on customer provided parts.

HOURS OF OPERATION – DEFINING AN EMERGENCY

Office hours are 7:00 AM to 5:00 PM, Monday thru Friday. Technicians work 8:00 AM to 4:30 PM Monday thru Friday. For our preferred customers a technician is available for "Emergencies Only", 24 Hrs. a day, 365 days per year. Emergencies include No Heat, No A/C for (medical reason), No Hot Water, All drains in home clogged or a situation threatening the homes contents, structure or occupants health.

TERMS AND CONDITIONS

Payment is due upon receipt. Interest will be charged at the rate of 1-1/2% per month for all accounts 30 days past due. Collection costs and legal fees will be due and owing for all accounts 90 days past due. No services shall be rendered for any customers with a past due account. We charge \$25.00 for checks returned due to Insufficient Funds (NSF) and apply interest as outlined above.