



Heating & Cooling, Inc.

16 James Street
North Haven, CT 06473

CT license #386421, #309113

203-239-2226

860-349-4422

Fax 203-498-1493

www.atcvac.com

To Our Valued Customers:

The feedback we have received from our customers has shown that they have benefited greatly from our contract program.

Below are two contract options, they both include the annual maintenance, which will be scheduled immediately upon receiving your completed form and payment.

Please do not hesitate to call us with any questions.

Thank You for your continued business.

Sincerely,

John Montz and Andy Montz

Air Conditioning System Service Contracts

Emergency Labor Only Contract, includes maintenance/tune up **\$319.00** + tax = \$339.26 _____
and labor to replace parts listed below, customer responsible
for cost of parts**

Emergency Parts and Labor Contract, includes maintenance/tune up **\$389.00** + tax = \$413.70 _____
and labor and materials to replace parts below**

Air Conditioning Parts

Blower belt	Thermostat	Fan relay	Delay timer	Pan safety switch
Air filter (1" only)	Start capacitor	Low voltage trans	Blower motor	Freeze out switch
High pressure control	Running capacitor	Electrical contactor	Condensate trap	Crankcase heater
Low pressure control	Start relay	Hard start kit	Condensate pump	Service switch

**Refrigerant is not covered under any of our service plans

Service Hours: Heating Emergency Service 24 hours 7 days
Air Conditioning Emergency Service 7am to 7pm
Non-Emergency Service Monday thru Friday 8am-4pm

Contract Terms and Conditions

1. Contracts is not valid until it is paid in full and is valid for one year from that point.
2. Will not be pro-rated and is non-refundable. We reserve the right to cancel at anytime. Tank less or high efficiency systems are not covered.
3. No refrigerant is covered under any of these agreements.
4. For RESIDENTIAL equipment only, firing less than 1.5 gallons an hour or less.
5. Systems must be in good working order prior to entering into this contract. No pre-existing conditions will be covered under this agreement.
6. We reserve the right to inspect your system, at no charge to you, to determine if your system qualifies for coverage.
7. Holidays are subject to a \$100.00 surcharge.
8. Service calls due to running out of oil, electricity, propane or natural gas are not covered.
9. If your system has been misused or worked-on/repared by anyone other than Around the Clock Heating and Cooling, Inc., this agreement will terminate immediately.
10. Around the Clock Heating and Cooling, Inc. reserves the right to make the decision on what qualifies as an "emergency".
11. Technical service required, but not covered by our service plan will be billed at prevailing rate, including a one hour minimum charge per call. It is expected to be paid at the time of service. Contracts will not be honored until the outstanding balance is paid.
12. No obsolete, special order parts will be covered under this agreement.
13. Cleaning must be done during normal business hours. No credit will be given if cleaning is not done by the end of the contract term.
14. All parts will and must be provided by Around the Clock Heating and Cooling, Inc.
15. Parts and service required due to abnormal conditions such as customer negligence, blown fuses, switched turned off, power surge/failure, lack of water, oil tank sludge, closed oil valves, frozen oil lines, irreplaceable/obsolete equipment, inability to obtain materials, labor strike, war, fire, flood, wind, vandalism, or any act of God/man beyond our control is not covered. Any service provided under these circumstances will be billed at prevailing rate.
16. Service contracts do not cover vacant or unattended homes.
17. Power vent and draft inducer units are not covered under any of our service agreements.
18. All contracts cover the main zone in a multi zoned system. No zone panels are covered under this agreement.
19. Issues related electrical supply, water supply or fuel supply are not covered. Rotted, corroded, or broken piping/fittings are not included.
20. Parts that are covered will only be swapped and does not include new installs.
21. Issues due to leaks of refrigerant, oil, gas, or propane are not covered.
22. Contracts are not transferable

Customer Information

Customer Name: _____ Email: _____@_____

Address: _____ City: _____ Zip Code _____

Phone Number: Home _____ Cell _____ Work _____

Property Location: _____ City: _____ Zip Code _____

Equipment Information

Furnace/Boiler Brand _____ Model # _____

Hot Water Heater Brand _____ Model # _____

AC Condensing Unit Brand _____ Model # _____

Blower Unit Brand _____ Model # _____

Date: _____

I have read and agree to

the terms and conditions of this contract:

Signature Authorization: _____

Payment

Check # _____

Visa/MC # _____ Exp Date: ____/____ Sec Code _____

Credit Card Billing address: _____ Zip Code _____