

Residential Maintenance Agreement with Options

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Monterey Peninsula Sheetmetal and Heating



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LC# 966812

Protection Plan Agreement					
Purchaser			Equipment Location		
Name			Name		
Street Address			Street Address		
City	State	Zip	City	State	Zip
Phone (Day)	Phone (Evening)		Phone (Day)	Phone (Evening)	
Cell Phone	Email		Cell Phone	Email	
Best Number To Reach For Scheduling (Please Circle) Day Evening Cell			Best Number To Reach For Scheduling (Please Circle) Day Evening Cell		
Maintenance Plan					
Plan: A (Good) B (Better) C (Best) D (Premium)			(See Back For Details)		
Number of Service Inspections Per Year:	1---2---4	Start Date		End Date	
Equipment Covered					
Equipment Type	Brand	Model Number	Serial Number	Approximate Age	Filter Size

Payment Options	
The annual cost for your Protection Plan will be \$_____ payable monthly by automatic credit card withdrawal, or you may pay the full annual amount in advance.	
I understand that my agreement shall be automatically renewed each year, and my monthly investment will be charged in the amount of _____ using the method located below, effective _____. I understand the monthly fee will continue until a written notice of termination is received.	
Acceptance	
Purchaser Signature:	Date:
MPH Representative Signature:	Date:
Payment Information Below (Detach and Destroy Credit Card Information Once The Recurring Account is Established)	
☐ Pay Annual Amount In Full ☐ Monthly Automatic Credit Card Debit ☐ Check # _____ ☐ Cash ☐ Visa ☐ MasterCard ☐ Discover ☐ American Express Account # _____ CID# _____ Exp Date _____	

Plan A Good Benefits	Plan B Better Benefits <i>Include All Of Plan A Benefits Plus:</i>	Plan C Best Benefits <i>Include All Of Plan B Benefits Plus:</i>	Plan D Premium Benefits <i>Include All Of Plan C Benefits Plus:</i>
✓ Complete 21-Point HVAC Inspection ✓ Annual Service & Maintenance Reminder ✓ Filter Cleaning or Replacement, As Needed ✓ 1 Professional Maintenance Visit Per Year	✓ \$10 Off Current Diagnostic Rate ✓ Priority Scheduling ✓ Flexible Monthly or Annual Payment Options ✓ 1-Year Price Protection ✓ 2 Professional Maintenance Visits Per Year	✓ \$15 Off Current Diagnostic Rate ✓ 48-Hour Response Time ✓ Exclusive Member Repair Discount ✓ 2-Year Price Protection	✓ Blower Wheel Cleaning, As Needed ✓ Burner Cleaning, As Needed ✓ Chemical Coil Cleaning, As Needed ✓ \$20 Off Current Diagnostic Rate ✓ 24-Hour Response Time ✓ No Overtime Charges ✓ Flexible Monthly Payment Option
<i>Heat Only-\$189 in full</i> <i>AC -\$289 in full</i>	<i>Heat Only-\$289 in full Or \$32/ month</i> <i>AC- \$389 in full Or \$47/ month</i>	<i>Heat Only-\$389 in full Or \$41/ month</i> <i>AC- \$489 in full Or- \$56/month</i>	<i>Heat Only-\$489 in full Or \$49/ month</i> <i>AC \$589 in full Or-\$64/ month</i>

***Evaporator and condenser coil cleaning is cleaned without removing from the system. Removing coils from the system is a standalone service and will be quoted at the current rates.*

****Each additional unit +\$100/yearly or +\$15/monthly.**

Agreement Conditions

We agree to:

1. Inspect the equipment on a scheduled basis as shown, and during each inspection, perform the applicable services per the above checklist.
2. Instruct you in the operation of the equipment.
3. Give our service contract holders preference over all other service activities we normally undertake.
4. We agree to keep you informed of available enhancements throughout the life of your system.

You agree to:

1. Operate the equipment according to our instructions.
2. Promptly notify us of any unusual operating conditions of the equipment.
3. Permit our personnel to use your common building maintenance tools, such as ladders, etc.
4. Permit only our service personnel and/or a service organization authorized by us to work on the equipment.

General:

- During the agreement term, we will take all reasonable precautions to avoid injury to persons and damage to property while on the premises, but we shall not be liable for any special or consequential damages.
- We shall not be liable for losses or defects arising from vandalism, fire, flood, wind, power outages, electrical surges, war, riots, and acts of God. In such cases, the customer shall be charged for the parts and labor involved at the then-current price for such repairs. No such parts or labor shall be furnished, however, without authorization from the customer.
- Repair and/or replacement parts necessary to correct defects will be the responsibility of the purchaser, will be an additional charge, and will be due and payable at the time of service.
- The term of this agreement shall be automatically renewable unless cancelled by either party within 30 days written notice.
- In the event of cancellation, all services and benefits rendered under this agreement shall be equal to the payments received.
- Agreement and benefits are transferable to new homeowners or residents with a 30-day written notice
 - New residence must be in the MPH service area.
 - When transferred to a new home, equipment is subject to qualification and must be brought up to MPH's maintenance standards.
- Notification of price increases will be sent by mail 45 days in advance of the anniversary date for clients participating in the monthly program
- The services outlined in this agreement will be performed during regular working hours.

Customer Initials _____

When Completed, Please Email To @nilao@mphheatingandair.com. Thank You!