

GENERAL CONDITIONS

1. This Agreement is between the customer and Aquidneck Services, referred to as the Company. The services offered herein are available to all credit approved residential customers.
2. This Agreement is null and void if anyone other than the Company services the equipment unless instructed to do so beforehand by the Company.
3. There shall be no obligation upon the Company to perform any service or provide parts after termination of this Agreement; upon termination, there is no refund or credit allowed.
4. This Agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's Agreement coverage will be cancelled and a prorated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.
5. This Agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the Service Plan invoice. This Agreement is effective for a 12 month period.
6. Payment Terms: Service Plan Fees under this Agreement shall be due when billed. Additional emergency or maintenance is due at the time of service. In the event said charges are not paid when due, customer agrees to pay a service charge of 1.5% per month, which is an 18% Annual Percentage Rate, and which will be charged on the average daily balance on any account past due over 30 days.
7. Service Hours: As a Preferred Customer, you will have coverage 24/7/365. Normal working hours are Monday through Friday, 8:30 a.m. to 4:30 p.m. Preferred Service is defined as next business day. Service provided at times other than normal business hours will be invoiced at our after-hours billing rate minus the contract discount rate.
8. Only Emergency Service will be performed outside of normal working hours. Emergency Service shall be defined as no heat or air conditioning, creating an unsafe condition or causing damage to property. Non-emergency work, if requested, would be billed at our standard overtime rates.
9. This Agreement does not cover repair or service of this equipment damaged due to fire, flood, lightning, freeze up, acts of God, or civil disturbance.
10. This Agreement does not cover the removal or disposal of refrigerant material of any kind.
11. This Agreement does not cover water damage due to blockage/leakage in the primary drain pan, secondary drain pan under fan coil unit, or drain lines from drain pans.
12. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources. Replacement of obsolete items for which parts are not available will be performed on a time and material basis.
13. The Company shall be liable solely for repairs to the covered equipment. Under no circumstances shall the Company be liable for any consequential or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective equipment; loss or damage resulting from operation or non-operation of said equipment; delays in performing service; making repairs or installations of parts; because of strikes, accidents, explosions, or shortages; or due to other conditions beyond the control of the Company.
14. This Agreement contains in the entire Agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.
15. Customer will receive an annual 10% discount on the lower-priced option of any bundled Service Plans upon renewal of the combined Plans. Maintenance Plan monthly payment options are only available for customers currently enrolled in one of our fuel budget plans. We do not provide service if asbestos is present in the heating system. Removal of asbestos must be completed before any work is performed in that environment.

Aquidneck Services
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AQUIDNECKSERVICES.COM
PO BOX 10 · PORTSMOUTH, RI 02871



COOLING SERVICE PLANS



Preferred Service Provider for
Casey's Oil & Propane

CENTRAL COOLING SERVICE PLAN

\$275

When the most uncomfortable days of summer arrive, you want your air conditioning system operating at peak performance. Our Central Cooling Service Plan is designed to give our customers what they want most - a dependable air conditioning system that runs efficiently throughout the summer months.



ANNUAL INSPECTION, TUNE-UP & CLEANING

The annual tune-up will keep your system running efficiently which extends the life of your equipment. Includes new filter.



15% DISCOUNT ON LABOR & PARTS

Receive a 15% discount on all service parts and labor, year round. (This does not apply to system replacement.)



24/7/365 EMERGENCY ON-CALL SERVICE

Rest assured if your system needs unplanned repair that we will be there for you 24/7. (Nights and weekends will be an additional charge)

Service for **ONE** system included in program price. All additional equipment will be billed separate. Plans can be purchased at a discounted rate for multiple systems.

Any refrigerant required for low system charge will be billed at fair market value at the time of service. **Refrigerant Leak detecting services are extra.**

MINI-SPLIT COOLING SERVICE PLAN

STARTING AT
\$175

Not only will a mini-split system keep you cool in the summer, but this equipment has the capability to work as a supplemental heat source during the winter! Our Mini-Split Cooling Service Plan is designed to maximize your overall comfort efficiently throughout the entire year for both your heating and cooling needs.



ANNUAL SYSTEM INSPECTION

8-point annual system inspection including washable filter maintenance.



15% DISCOUNT ON LABOR & PARTS

Receive a 15% discount on all service parts and labor, year round. Including system coil cleanings. (This does not apply to system replacement.)



24/7/365 EMERGENCY ON-CALL SERVICE

Rest assured if your system needs unplanned repair that we will be there for you 24/7. (Nights and weekends will be an additional charge)

Service for **ONE** system (1 outdoor unit, 1 indoor unit) included in program price. All additional equipment will be billed separate. Plans can be purchased at a discounted rate for multiple systems.

Any refrigerant required for low system charge will be billed at fair market value at the time of service. **Refrigerant Leak detecting services are extra.**

System Cleaning will be an additional charge at time of service if required.



PLEASE SELECT PLAN(S)

- Central Cooling Service Plan \$275
Mini-Split Cooling Service Plan \$175*

Customer Account # _____

Name _____

Email _____

Phone _____

Address _____

City _____

State _____ Zip _____

Please send me more information about:

- Hot Water Heater Sales & Installation Hot Water Heater Service Plan
 Air Conditioning Sales & Installation Air Conditioner Service Plan
 Oil Sales & Installation Oil Service Plan
 Generator Hook-Ups

Please retain a copy of this brochure for your records. It details all Home Comfort Plan benefits.

Signed _____

Date _____

Before you schedule maintenance please remove all items from the area surrounding your oil burner and tank. The entire heating system including tank must be accessible for our technicians. Enrollment in the TankSure® Program is contingent upon the customer's tank passing an initial ultrasonic and visual inspection. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing this new service with the hope that by testing and monitoring, we can offer a long-term proactive replacement program for our customers.