

T LYNN LLC

Serving Trenary Service, RCS, Mountain Air, Comfort Zone, and Your Comfort Services Customers.

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PREFERRED CUSTOMER FULL SERVICE CONTRACT

(\$29.99 A MONTH PER SYSTEM – FOR NEW INSTALLS OR SYSTEMS 1-4YRS OLD)

When it comes to the heating and cooling systems in your home, you want to know that they are ready to work as they should when you are experiencing severe weather. Just like you perform certain maintenance services on the vehicles you drive, your HVAC system needs maintenance to ensure it will work properly when called upon. No one knows this more than the heating and cooling professionals at T. Lynn, LLC. This is why we provide our customers with a full service contract to keep their systems running well at all times.

Benefits of Having an Annual HVAC Full Service Contract:

There are several benefits that come with a service contract with T. Lynn, LLC. Our highly qualified technicians will provide you with:

- **Priority Air Conditioning & Furnace Service:** There are times when we know you are experiencing extreme temperatures. Whether you are in the middle of a humid heat wave or plummeting temperatures, these are usually the times that you experience a heating and cooling system that isn't working properly. When disaster strikes in the middle of these extreme temperatures, you will be bumped to the front of the line and our technicians will be out as soon as possible to help you get things back up and running. Please be patient, you're not the only one on our preferred customer list.
- **No Cost HVAC Parts & Repairs:** With one of our service contract, you are not only our top priority, but we give back to you by offering you no cost on parts and repairs when they are needed. There are times that you may be facing a serious repair that can cost more money than most to resolve. This is when this contract is really beneficial for you. Refrigerant is not covered under this agreement.
- **Regularly Scheduled Maintenance:** Often, when the temperatures are starting to change, you don't realize it is time for your maintenance appointments until everyone else is realizing it

too. With our maintenance agreements, you don't have to worry about that anymore. They will already be scheduled and you don't have to think about it.

Our Maintenance Checklist:

- Check & clean air filters
- Check & tighten fan blades & blowers
- Tighten electrical connections
- Check incoming voltage
- Check thermostat
- Check & flush condensate pans, drains, and pumps
- Check for proper CFM (Airflow)
- Take temperature readings
- Check overloads & safety controls

Heat Pump & Air Conditioner Specific Tasks:

- Test defrost controls & sensors
- Test lockout controls
- Check sensor calibrations
- Check backup heat
- Check running amps of compressor & fan motors
- Check indoor coil (Cleaning, if is an extra cost)*
- Check outdoor coil (Cleaning, is an extra cost)*
- Check contactors & capacitors
- Take sensor readings
- Check refrigerant levels

Gas Furnace Specific Tasks:

- Check blower wheel
- Check all pressure switches
- Check all venting & termination
- Check ignitor
- Check & clean flame sensor rod
- Check pilot & thermocouple

- Check gas pressures: incoming & manifold
- Check burner operation
- Check limit operation
- Check amp draw of fan & inducer motors
- Check heat exchanger & safety controls
- Check gas condensate tubing & traps

Oil Burner Inspection List:

- Check over-all condition of furnace or boiler
- Check heat exchanger
- Service Oil burner
- Replace nozzle
- Inspect end cone
- Clean & inspect electrodes for cracks & wear
- Replace oil filter & gasket; oil gasket with lubricating oil
- Check & replace fuel pump strainer & gasket (if applicable)
- Clean & inspect cad cell
- Check all wiring & tighten all connections
- Oil motor
- Clean burner fan
- Start up burner & check operation
- Check pump pressure and vacuum readings if needed
- Check safety controls, limits, etc
- Check draft overfire & in breech
- Clean up furnace
- For boiler systems, check all pumps, valves, & controls for correct function

The Agreement is made by and between: _____ herein after known as the Customer and **T. Lynn, LLC dba Trenary Service Company** herein after known as the Contractor.

The service Agreement is \$ 359.88 per year, payable in equal amounts of **\$29.99** per month. The first payment being due on the effective date. Coverage begins on _____. The service Agreement is effective from _____ through _____. Customer is required to provide a valid credit card to be automatically charged monthly for this Agreement

The schedules attached to the service Agreement constitute the entire Agreement between the Contractor and the Customer. The service Agreement remains the property of Contractor and is provided for the Customer's use only. This service Agreement is subject to management approval by Contractor. No waiver, change or modification of any terms or conditions shall be binding on Contractor unless made in writing and signed by authorized management of Contractor. This annual agreement shall continue in effect from year to year unless either party gives written notice to the other of intention not to renew

thirty (30) days before the anniversary date. If customer wants to cancel prior to term date, 80% of balance will be due at time of cancellation.

CONTRACTOR T. Lynn, LLC dba Trenary Service Company

CUSTOMER _____

Performance Review

A performance review is held with the Customer on an annual basis. Discussions include quality of work, and improvement suggestions. Items needing attention are addressed in a timely fashion.

Reports

Each completed service call is documented by a Service Ticket. A copy of this Service Ticket is provided to the customer as evidence of the completed service showing each performed task.

Scheduled Tasks

The service program is designed to provide continuing maintenance on the equipment listed above in this Agreement. The tasks planned and scheduled are designed to provide for the long term care of the customer's equipment. Each service visit will be scheduled by the Homeowner. Missed appointments will be charged \$125 if we are not notified within 24 hours prior to scheduled appointment.

Maintenance

The run-time, use and application of the piece of equipment determine the equipment service frequency. This information, along with manufacturer's recommendations and our experience assures the customer's equipment receives the most cost-effective maintenance in the industry.

Repair and Replacement

The Contractor will provide a Service Ticket for all labor, travel and expenses to repair or replace worn or failed parts and for the parts and components. The service agreement does not include consumable materials such as lubricants, grease, cleaners and clean-up materials. Replacement of parts and components is subject to the Owners approval. Refrigerant is not covered.

Emergency Service

The Contractor is on call and can provide all labor, travel and expenses, parts and materials seven days a week between the hours of 8:00 am to 5:00pm. Emergency Service is not included in this Agreement and is invoiced separately from this Agreement.

Terms and Conditions

1. Contractor agrees to perform all work professionally and to furnish only materials of good quality.
2. The customer provides reasonable access to all areas and equipment, and allows Contractor to stop and start equipment as necessary to fulfill the terms of the Agreement.
3. All maintenance tasks will be performed during the Contractor's normal working hours.
4. The customer agrees to inform the Contractor immediately of problems found in the operation of the equipment.
5. The customer agrees to pay and be responsible for any additional gross amount of any present or future sales, use, excise, value-added, or other similar tax, however designated, applicable to the price, sale or delivery of any products, services or the work furnished hereunder or for their use by Contractor on behalf of the customer whether such tax shall be local, state, or federal in nature. This will include but not be limited to the recovery, recycling, reclamation, handling and disposal of all refrigerants, and

the additional costs incurred for refrigerant tax and/or increased costs due to shortages. Refrigerant, Warranty Processing fees and shipping of warranty parts are not included in this Agreement.

6. Repair or replacement of non-maintainable parts of the system(s) such as, but not limited to, coils, heat exchangers, duct work, piping, shell and tube, unit cabinets, boiler refractory material, insulating material, electrical wiring, hydronic and pneumatic piping, structural supports and other non-moving parts, are not included in this Agreement.

7. If the equipment covered is altered, modified, changed or moved this Agreement may be adjusted accordingly or terminated.

Limitations of Liability and Indemnities

1. The Contractor is not liable for damage or loss caused by delay in installation or interrupted service due to fire, flood, corrosive substance in the air, strike lockout, dispute with workmen, inability to obtain material or services, commotion, war, act of nature, COVID, power surges, electrical issues or any other cause beyond Contractor reasonable control.

2. In no event, whether as a result of breach of contract, or any tort including negligence or otherwise is the Contractor or its suppliers, employees or agents liable for any special, consequential, incidental, or penal damage including, but not limited to loss of profit or revenues, loss of use of any products, machinery, equipment, damage to associated equipment, cost of capital, cost of substitute products, facilities, services or replacement power, down time costs, lost profits, or claims of Buyer's customers for such damages.

3. No other warranty expressed or other liability is given and no other affirmation of Contractor, by word or action, shall constitute a warranty. This warranty is expressly in lieu of any other express or implied warranty including any implied warranty of merchantability of fitness, and any other obligation on the part of Contractor.

4. The Contractor's liability, if any, upon any warranty, either expressed or implied, is be limited to replacement of defective materials and correction of faulty workmanship which is in violation of Company Policy at the time of performance of the work by the Contractor. This contract can be updated at anytime without notice.

Equipment List

Brand	Model #	Serial #	Type

Recurring Credit Card Payment Authorization

You authorize regularly scheduled charges to your credit card. You will be charged the amount indicated below each billing period. A receipt for each payment will be provided to you and the charge will appear on your credit card statement. You agree that no prior-notification will be provided unless the date or amount changes, in which case you will receive notice from us at least 10 days prior to the payment being collected.

I _____ authorize T. Lynn, LLC to charge my
(Cardholder's Name) (Merchant's Name)

Credit Card indicated below for \$ _____ on the _____ of
(Amount \$) (day)
each month.

Billing Information

Billing Address _____ Phone # _____

City, State, Zip _____ Email _____

Card Details

☐ Visa ☐ MasterCard ☐ Discover ☐ American Express

Cardholder Name _____

Account/CC Number _____

Expiration Date ____ / ____

CVV _____

Zip Code _____

I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify _____ in writing of any changes in my account information or termination of this authorization at least 15 days prior to the next billing date. If the above noted payment dates fall on a weekend or holiday, I understand that the payments may be executed on the next business day. I acknowledge that the origination of Credit Card transactions to my account must comply with the provisions of U.S. law. I certify that I am an authorized user of this Credit Card and will not dispute these scheduled transactions; so long as the transactions correspond to the terms indicated in this authorization form.

SIGNATURE _____
(Cardholder's Signature)

DATE _____

