

COMFORT CLIENT AGREEMENT

R.H. YOUNG Cooling & Heating, Inc.
55 High Street, Unit 5
N. Billerica, MA 01862
www.rhyoung.com

(978) 663-8875 tel
(978) 663-4630 fax

Name: _____ Address: _____
City: _____ Email: _____
Home Phone: _____ Alt Phone: _____

Equipment

MAKE	MODEL	SERIAL NO.	LOCATION



R. H. YOUNG
Cooling & Heating
"Excellence in Installation and Service"

Work to be Performed

Being a Comfort Client with R.H Young Cooling & Heating gives you the opportunity to take advantage of a no cost tune up every twelve months to your gas fired forced hot air or heat pump heating and air conditioning system. We will inspect and clean specified equipment, as needed, one time per year, and perform all services necessary to maintain the equipment in good operating condition. This tune up will help keep your system operating at peak efficiency, thus saving you from overpaying in utility costs. Along with the no cost tune up, (\$350-\$400 value) other benefits are offered. As a Comfort Client you will be guaranteed forty-eight hour service and 20% discount off all listed repairs in our Standard Pricing Guide.

The Customer will be contacted for approval when conditions necessitating, non-agreement repairs are diagnosed and repairs will be invoiced at the normal prevailing labor rate plus parts.

R.H. Young will furnish you with a completed copy of our Service Engineers Report indicating what repairs, if any were necessary during each Tune up.

R.H. Young will attempt to contact the client; however it is the client's sole responsibility to arrange a scheduled annual maintenance appointment.

Terms

Listed below are the diagnostic rates. You will always receive a 20% discount on repairs

Weekdays 8:00am-4:30pm	Comfort Client Diagnostic Rate	\$119.00
	Standard Pricing Diagnostic Rate	\$159.00
Nights, Weekends, and Holidays	Comfort Client Diagnostic Rate	\$229.00
	Standard Pricing Diagnostic Rate	\$298.00

Any appointments scheduled by R.H. Young during normal business hours, Monday-Friday, 8:00-4:30pm (excluding nights, weekends, and holidays), the diagnostic rate will be \$119.00.

Automatic Renewal, on a monthly basis, unless written notice of termination is given by either party, being R.H. Young or Comfort Client.

Prices subject to change without notification.

General Conditions

System Design Performance – We will not be responsible for system design or its performance in maintaining design conditions.

Damage – We will not be liable for damages covered by vandalism, fire, flood, power fluctuations or brown outs, obsolescence or Acts of God or for any special, accidental, or consequential damages resulting from or occasioned by the use or failure of the specified equipment in accordance with the instructions of the manufacturer.

Exclusions – To include but not limited to, cabinets, housings, bases, latches, mountings, humidifiers, paint & ductwork. Water and drain beyond the specified equipment order. Electrical service beyond the specified equipment which is not part of the original factory wiring (control wiring excepted). Moving or relocating the specified equipment. Repair due to unexpected freezing. Work made necessary by the enforcement of government codes of building regulations. Repair necessary to restore the specified equipment to satisfactory condition occasioned by someone other than our Service Engineers working on specified equipment. Electronic Air Cleaners, Zone Damper Systems and Humidifiers are added features not covered under the plan.

Warranty – Spare and replacement parts provided under the contract carry only such warranties or guarantees as made by the manufacturer. Repair workmanship is guaranteed for 90 days from date of repair. No warranties of merchantability or of fitness for a particular purpose apply.

Effective Only Upon Acceptance – This agreement is not binding on the parties until:

- A. Signed and accepted by a representative from R.H. Young Cooling & Heating
- B. We both acknowledge that this proposal contains our entire agreement
- C. I have read the agreement in full, and agree to all terms and conditions as they apply. I agree to pay the amount of \$19.95 per system/per month to be enrolled as a client.

Your Acceptance

Our Acceptance

By: _____

By: _____

Date: _____

Date: _____

Form of Payment: Cash Check

Credit Card

ACH / Checking
(For ACH, Voided Check Needed)

Card Holders Name: _____

Credit/Debit

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Exp Date ____ / ____

R. H. YOUNG

Cooling & Heating

“Excellence in Installation and Service”

Additional Service Provided:

Residential

Sales
Service
Installation
Replacement
Air Cleaners

UV lights
Humidifiers
New Construction
Remodeling/additions
Air Conditioning/Heating Needs

Commercial

Sales
Service
Installation
Rooftop Replacement
Air Cleaners

UV lights
Humidifiers
New Construction
Remodeling/additions
Air Conditioning/Heating Needs