

1165 Greenwood Lake Tpke.  
Ringwood, NJ 07456

Office: (973) 728-0765  
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bsemechanical@optonline.net



## **Heating & Cooling Service Agreement and Preventative Maintenance Program**

We know your home is important to you. This lifelong investment provides comfort and security to you and your family, and is a big part of your future. It's very important that proper maintenance and repairs are made to your heating and/or cooling system(s) to help protect that investment, along with the health and safety of your family. We know these are your top priorities, and with BSE Mechanical's Preventative Maintenance Program these are our priorities as well. With this Agreement, you can rest assured that both your home's heating and/or cooling system(s), along with your family's safety and comfort is in good hands -- while also being very economically priced.

Now, we can't guarantee that an emergency will never arise, but with proper maintenance and scheduled repairs it's always better to find a problem sooner rather than later – for safety reasons as well as cost. The expert plumbers and HVAC technicians at BSE Mechanical will make sure your home's heating and/or cooling system(s) will provide years of efficient service, comfort, and peace of mind.

Prior to acceptance of this Agreement, a BSE Mechanical representative will inspect the covered heating and/or cooling system(s) to determine if repairs are necessary to bring your system(s) to an acceptable maintainable condition. Once accepted, this Agreement will be valid, in effect, and renewable annually until such time the covered system(s) can no longer be maintained as determined by BSE Mechanical.

This Agreement includes one full annual heating preventative maintenance and/or one free annual cooling preventative maintenance during normal business hours, Monday through Friday, 7:00 a.m. to 4:00 p.m., EST (excluding holidays). Any repair service will be provided at our discounted rate during normal business hours for the entire life of the Agreement. Additionally, you'll have priority scheduling for all heat and/or cooling related service calls. So, even on our busiest of days, your needs will come first.

Should the need occur and at your discretion, any repair service at all other times can be provided at our after hours emergency rates – for non-covered components, that would be at the full after hours rate, but for covered components you'll still get a discounted rate as part of this Agreement. Emergency service can be requested by calling our office (7 days a week, 24 hours a day, including holidays), and choosing the emergency call option. When you need us, call us, and we'll be there for you as soon as possible.

## HEATING PREVENTATIVE MAINTENANCE PROGRAM COVERAGE

**BSE Mechanical will perform the following preventative maintenance tasks once annually for no additional cost (as they apply to the customer's specific heating system and optional coverage):**

### **Check and clean the following:**

- ✓ Burners
- ✓ Flame sensor, electrodes, and mechanical surfaces
- ✓ Thermocouple
- ✓ Air band and air shutter (oil burners)

### **Check the following for proper operation:**

- ✓ High limit
- ✓ Rollout switch
- ✓ Spill switch
- ✓ Pressure switch
- ✓ All thermostats
- ✓ All zone valves
- ✓ Flue pipe and intake
- ✓ Condensate pump
- ✓ Circulator pump
- ✓ Blower motor (includes combustion test)
- ✓ Inducer fan motor
- ✓ Transformer

### **Perform the following maintenance procedures:**

- ✓ Check operating pressure
- ✓ Check temperatures
- ✓ Check for efficiency
- ✓ Visual inspection for leaks, cracks and corrosion
- ✓ Check electrical connections, volts and amps on all motors
- ✓ Brush out flue passage and smoke pipe
- ✓ Change burner nozzles and check for proper size and angle
- ✓ Change oil filters (screw on or felt)
- ✓ Check and adjust water pressure
- ✓ Lubricate all motors and pumps
- ✓ Check calibrations of all safeties and controls
- ✓ Oiling of the inducer fan motor

### **For the life of this Service Agreement Contract, the following perks are also included:**

- Priority scheduling for heating related service calls
- 5% off of repair bills for this heating system\* (limited to standard components\*\*)
- Free replacement thermostats if needed (Honeywell Pro 4000)
- 10% off other maintenance contracts for any additional onsite heating/cooling units

### **Option #1: Humidifier Coverage**

- ✓ Check and clean float and pan
- ✓ Replace control panel
  
- Priority scheduling for indoor air quality related service calls
- 5% off of repair bills for this indoor air quality system\* (limited to standard components\*\*)

### **Option #2: Water Heater Coverage**

- ✓ Clean burners and pilots
- ✓ Drain sediment deposits
- ✓ Check thermocouple
- ✓ Check electrical connections
- ✓ Check flue draft
- ✓ Inspect tank
  
- Priority scheduling for hot water related service calls
- 5% off of repair bills for this hot water system\* (limited to standard components\*\*)

*\* This price discount cannot be applied to the complete replacement of your unit.*

*\*\* For when a replacement component is required; standard components are those which do not need to be special ordered and can be picked up the same day from either our inventory/warehouse, or a local supplier*

## **COOLING PREVENTATIVE MAINTENANCE PROGRAM COVERAGE**

**BSE Mechanical will perform the following preventative maintenance tasks once annually for no additional cost (as they apply to the customer's specific cooling system):**

***Inspect and clean the following:***

- ✓ Outdoor condenser coil
- ✓ Condensate drain line

***Check the following for proper operation:***

- ✓ Condensate pump
- ✓ Evaporator coil
- ✓ Emergency pan
- ✓ All electrical connections
- ✓ 24 volt contactor
- ✓ Condenser fan motor
- ✓ Inducer blower motor

***Perform the following maintenance procedures:***

- ✓ Adjust tension on belt and replace periodically
- ✓ lubricate all motors (if unit is not sealed)
- ✓ Clean and vacuum motor and blower compartment
- ✓ Visually inspect the evaporator (if accessible)
- ✓ Check contacts and tighten electrical connections
- ✓ Algacide treatment of condensate pan (if accessible)
- ✓ Measure the system's current refrigerant charge
- ✓ Verify Delta T (temperature difference) across

***Replace the following as part of standard maintenance procedures:***

- ✓ One 1" air filter (or chemically clean electronic air cleaner)

***For the life of this Service Agreement Contract, the following perks are also included:***

- Priority scheduling for cooling related service calls
- 5% off of repair bills for this cooling system\* (limited to standard components\*\*)
- 10% off other maintenance contracts for any additional onsite cooling/heating units

*\* This price discount cannot be applied to the complete replacement of your unit.*

*\*\* For when a replacement component is required; standard components are those which do not need to be special ordered and can be picked up the same day from either our inventory/warehouse, or a local supplier*

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## Heating / Cooling Service Agreement Pricing

Multi system discount: **-10%** (in total) on additional systems after the first (at the same address; the "first" unit is whichever saves the customer the most money after discount)

Heating System Unit Type	Price per Unit	Quantity	Heating Unit Sub Total
Natural Gas or LP Furnace	\$145.00	x _____	\$ _____
Natural Gas or LP Boiler	\$160.00	x _____	\$ _____
High Efficient, Hydronic	\$190.00	x _____	\$ _____

Heating Options			
Humidifier Coverage	\$40.00	x _____	\$ _____
Water Heater Coverage	\$50.00	x _____	\$ _____

Cooling System Unit Type	Price per Unit	Quantity	Cooling Unit Sub Total
A/C Condenser	\$180.00	x _____	\$ _____
Heat Pump	\$190.00	x _____	\$ _____

Agreement Sub Total	\$ _____
NJ Sales Tax	\$ _____
Agreement Grand Total	\$ _____

Full payment amount: \_\_\_\_\_ Check # \_\_\_\_\_ Total \$ \_\_\_\_\_

Please circle one (if applicable): *Master Card / Visa / Discover / American Express*

Name as shown on Card: \_\_\_\_\_

\_\_\_\_\_

Card Number

\_\_\_\_\_

Code

\_\_\_\_\_

Expiration Date

Print Name	Date	Email Address
Special Instructions	Home #	Cell Phone #
Service Location Address		
Signature		
_____		
In accordance with the coverage and terms and conditions defined in this Agreement, I authorize BSE Mechanical to perform services.		

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## Terms and Conditions

BSE Mechanical LLC, hereafter referred as Contractor. Customer, Applicant, Property Owner, etc. hereafter referred to as Customer.

**Inclusions:** Service will be substantially as described in the Agreement, and not for coverage, components, products, parts or items not specifically listed herein. This Agreement assumes the system(s) covered are in maintainable condition and are complete systems, not individual components. If repairs are found necessary upon initial start-up for any reason due to accident, alterations, misuse or abuse, repair charges shall be submitted for approval by the Customer. Should these charges be declined those non-maintainable items will be eliminated from the Agreement. It is understood that preventative applies only to the systems and equipment covered by this Agreement.

**Exclusions:** Contractor shall not be responsible for charges for service or parts that Customer has provided. Repair or replacement on non-maintainable components of the system (s) such as, but not limited to, duct work, piping, cabinets, boiler refractory material, heat exchanger, insulating material, main power service and electric wiring, valve bodies, coils, radiators, structural supports, oil storage tanks, casings, fixtures, water components (condensate pump, geothermal, boiler, chilled water systems), circuit breakers outside of blower cabinet, and other non-moving parts, are not included under this Agreement. Any alteration or deviation from this agreement involving additional work cost of materials or labor will become an extra charge at Contractor's prevailing rates over the sum stated in this Agreement. This Agreement does not provide for services rendered as a result of false alarms, fires, repairs due to misuse or neglect, theft, or acts of nature. Maintenance, repairs and labor for indoor air quality devices such as but not limited to; air filtration devices, ultra violet lighting, and heat recovery ventilators are not included in this Agreement.

**Time of Agreement:** Customer agrees to the Agreement for a minimum period of 12 months. The Agreement will remain in effect for a period of 12 months from the date of acceptance by the Customer and is renewable each subsequent year for as long as the covered equipment is maintainable and payments are current. Coverage for repair labor and materials begins 30 days after acceptance by Customer and is subject to acceptance by Contractor. All work covered under this Agreement shall be performed during Contractor's normal business hours, unless otherwise explicitly stated.

**Price:** The Agreement price is subject to adjustment annually on each commencement anniversary to reflect increases in, but not limited to, labor, material and insurances. Customer agrees to pay for any additional services, not covered by this Agreement, at Contractor's then prevailing rates. Customer is of course free to choose to not renew this Agreement or any future iteration of this Agreement.

**Transfer:** The Agreement is transferable to a new property owner of the covered location and/or equipment at no additional charge for the remainder of the Agreement period through written request.

**Cancellation:** Contractor may cancel the Agreement at any time for any reason. In the event Contractor cancels the Agreement, the return of premium shall be based upon 100% of prorated premium. Customer may not cancel the Agreement beyond 30 days after renewal, or after a service visit, whichever occurs first.

**Access:** Customer shall permit Contractor free and timely access to areas and equipment, and allow Contractor to start and stop the equipment as necessary to perform required services. Contractor will not be required to move, replace or alter any part of the building structure in the performance of this Agreement. Customer shall permit only Contractor's personnel or agent to perform the work included in the scope of this Agreement. Should anyone other than Contractor's personnel perform such work, Contractor may, at its option, cancel this Agreement or eliminate the involved item of equipment from inclusion of this Agreement.

**Warranty:** Contractor disclaims any implied warranty of fitness for particular purpose. Contractor disclaims the implied warranty that the services performed by it will, in all cases, provide protection against mechanical systems breakdown or failure. Contractor disclaims any implied warranty of Merchantability. Customer agrees that Contractor is not an insurer and no insurance coverage is offered herein. Under no circumstances, whether arising in contract, tort (including negligence), equity or otherwise, will Contractor be responsible for loss of use, loss of profit, increased operating or maintenance expenses, illness or injury, claims of Customer's tenants or clients, or any special, direct, indirect or consequential damages caused by delays, failure to service, unavailability of parts, labor difficulties and other conditions beyond the control of the Contractor.