



Preferred Customer Club

By joining the Preferred Customer Club, you will receive great benefits. You get the piece of mind knowing that you're equipment is properly maintained by a professional, lower utility bills because your system is running at top efficiency, and you can save money by maintaining your equipment regularly because potential problems are spotted before major expenses occur. The best part is you don't have to remember to call and schedule maintenance on your equipment because we call you.

Name: _____
 Address: _____
 Site Address: _____
 City: _____ Zip: _____ Phone: _____
 Email: _____

Platinum
 \$335.00 a year
 Clean & Service twice a year, guaranteed same day service, no overtime charges, no diagnostic fee, and 45% off repairs.

Gold
 \$265.00 a year
 Clean & Service twice a year, guaranteed service within 24 hours, \$35 diagnostic fee, and 30% off repairs.

Silver
 \$195.00 a year
 Clean & Service twice a year, guaranteed service within 24 hours, \$50 diagnostic fee, and 15% off repairs.

*prices per heating & cooling system and includes a replacement of a one inch filter twice a year. Discount does not apply to equipment replacement.

_____ Make _____ Model _____ Serial _____

_____ Make _____ Model _____ Serial _____

1" Filter Size _____

Additional Equipment Added onto Contract:

_____ Make _____ Model _____ Serial _____ \$ _____

_____ Make _____ Model _____ Serial _____ \$ _____

Filter Size _____ \$ _____
 (charge extra for filter larger than 1")

Preferred Club Total _____

Additional Equipment Total _____

Tax _____

Subtotal _____

Customer Signature _____ Date ____/____/____

Technician Signature _____ Date ____/____/____

*see reverse side for terms

Benefits of Preferred Customer Club:

- Lower fuel bills because your system is running at top efficiency.
- Extends life of equipment when properly maintained.
- We call you to schedule service.
- Potential problems are spotted before major expenses occur.
- Peace of mind with service experts you can trust.
- Customized plans to fit your equipment with discounts on multiple systems.

Terms of Contract:

You agree to:

1. Operate the equipment according to manufacturer instructions.
2. Promptly notify us of any unusual operating conditions of the equipment.
3. Permit only our service personnel and/or a service organization authorized by us to work on your listed equipment.
4. Pay for contract before service is performed. Service will not be rendered if account is past due.

General:

- Repair and replace parts necessary to correct defects discovered by this maintenance contract will be at an additional charge.
- The services outlined in this agreement will be performed during normal working hours as agreed upon with John Henry's, depending on weather and work load.
- The term of this agreement shall be 1 year, unless cancelled by either party on 30 days written notice.
- During the term of the agreement 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 out of vandalism, fire, flood, wind, war, riots or nature and other circumstances out of our control. 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 without prior authorization from the customer.
- Given the nature of the work or services listed it may be necessary for John Henry's to gain access to areas containing moisture causing mold. The customer's signature on this agreement affirms the knowledge of this potentially as well as their knowledge of the potential harmful effects and damages associated with any mold that might develop. John Henry's is in no way liable for the treatment or removal of such mold, and in no way warrants or represents that it is licensed or equipped to do so. By signing this agreement the customer unconditionally releases John Henry's Plumbing Company from any claims, demands or actions whether now, existing or that might arise in the future, as a result of said mold.
- This contract is subject to an annual inflation increase and renews automatically unless terminated by the customer or John Henry's. John Henry's will send renewal letters in advance that clearly indicates any cost of living increases on a yearly basis.

Thank you for your business!

IF YOUR HEATING OR AIR CONDITIONING SYSTEM FAILS TO OPERATE:

1. Be sure thermostat is set on "Heat" or "Cool" as needed, and set properly.
2. Check all switches, fuses, and circuit breakers to be sure there is electricity to the unit.
3. Check filters to be sure they are not clogged.
4. Be sure the gas is on.
5. Reset by turning power off and back on.