

Scheduled Maintenance Agreement

Did you know that a well maintained air conditioner or a furnace could *save you about 20%* in cooling or heating costs? Dirty filters, clogged fan motors and dirty coils could be robbing you of extra dollars every month.

Walker Electric is excited to offer you a *Scheduled Maintenance Agreement (SMA)* that will keep your central air conditioning and heating system operating as efficiently as it possibly can and saving you money on your energy bill! Think of it like changing the oil and filters in your vehicle. This new product has other benefits to you that make it one of the best bargains for your maintenance dollar.

- **How Does It Work?**

We use a 27- point checklist. For a set amount per system, we will come out twice a year (usually in March, April and May for cooling; September, October and November for heating) during our regular working hours and give your system or systems a thorough inspection to make sure they're working at their most efficient. If we find something broken, we'll let you know right then to keep a small repair from turning into a large repair.

- **What Happens If I Have A Breakdown?**

This is where the *SMA* really saves you money. As a *SMA* holder, you are guaranteed these money saving benefits:

- Optimal System Efficiency
- Regularly Scheduled Inspection Service
- Priority Service Scheduling
- A *10%* Discount on *Parts* and *New Equipment*

- **What's My Investment?**

The amount of the *SMA* depends on how many systems you have in your home. Starting at only \$128.40 per year for a heating or cooling only *SMA*, it's easy to see that you can't buy peace-of-mind for less. In fact, you'll save about 50% off of our regular service charges for the same work without a *SMA*. The full price list is on the enclosed sign-up form.

<p style="text-align: center;">Scheduled Maintenance Agreement Walker Electric Company, Inc. Terms and Conditions</p>
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During the term of this agreement, Walker Electric Company, Inc. will provide the equipment owner with a complete maintenance program for the equipment listed. This program is not an emergency or "break-down" service agreement. The owner prior to the repair work being performed will approve any charges for the repair or correction of defects discovered by this scheduled maintenance agreement. All repair charges will be COD.

The services outlined in this agreement will be performed during normal working hours. Repair service requested and approved by the customer will be provided during normal working hours.

The initial term of this agreement is one (1) year and this agreement shall be automatically renewable, unless cancelled by either party on 30 days written notice, prior to the anniversary date.

Payment for this agreement and its subsequent inspections will be prepaid.

We Agree To:

Inspect the equipment listed twice a year on a scheduled basis, and perform the applicable services.

Instruct you in the operation of the equipment

Give our Scheduled Maintenance Agreement (SMA) customers preference over all other service activity normally undertaken by us.

A 10% discount parts and equipment purchased by SMA customers.

You Agree To:

Operate the equipment according to our instructions.

Allow a free and unimpeded access to the equipment listed to perform the services

Permit only our service personnel to perform work on the listed equipment.

If Your Heating or Air Conditioning Fails to Operate:

Be sure the thermostat is set to “heat” or “cool” as needed and set properly.

Check the switches, fuses or circuit breaker to be sure there is electricity to the unit.

Scheduled Maintenance Agreement – Sign-Up Form

Date _____

Name _____

Address _____

City _____ State _____ Zip _____

Yes, I'd like to take advantage of this offer.

I have 1 system(s).

Cooling Unit Only \$ 128.40 (Once a year – per unit)

Heating Unit Only 128.40 (Once a year – per unit)

1 System 177.62

2 Systems 353.64

3 Systems 531.26

4 Systems 708.88

5 Systems 884.89

6 Systems 1062.51

7 Systems 1241.20

8 Systems 1441.29

Please Remit your Check for the Appropriate Amount along with this Form in the Enclosed Envelope. Thanks

Walker Electric Company

Scheduled Maintenance Agreement Checklist

Heating

- Filter Change (except Trane Perfect Fit, SpaceGard, Air Bear, Etc)
- Inspect Blower Assembly (Lubricate as Necessary)
- Check Blower Alignment
- Inspect Motors/Pulleys/Belts
- Oil Motors
- Inspect and Adjust Burner Assembly
- Inspect Heat Exchanger
- Inspect Flue
- Check for Gas Leaks
- Inspect Safety and Ignition Controls
- Inspect Control Box, Associated Controls, Wiring and Connections
- Check Heat Anticipator
- Check Electric Heat for Voltage and Amp Draw
- Check Refrigerant Charge (Heat Pumps Only)
- Check Defrost Cycle (Heat Pumps Only)
- Check Duct Work for Leaks

Cooling

- Filter Change (except Trane Perfect Fit, SpaceGard, Air Bear, Etc)
- Clean Dirt and Debris from inside Condenser Cabinet
- Inspect Condenser Coil (Clean as Necessary)
- Inspect Condenser Fan Motor and Fan Blades
- Inspect Control Box, Associated Controls, Wiring and Connections
- Inspect for Refrigerant Leaks
- Check Refrigerant Charge (Freon *NOT* included)
- Inspect Evaporator (Indoor) Coil
- Check Condensate Pans and Drains
- Check Thermostat Operation
- Check Duct Work for Leak