



**RESIDENTIAL PREFERRED CUSTOMER PLAN**

SERVICE LOCATION \_\_\_\_\_ BILLING LOCATION \_\_\_\_\_  
 NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY, STATE, ZIP \_\_\_\_\_  
 PHONE CELL/HOME/OFFICE \_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_  
 SUBDIVISION \_\_\_\_\_ TOTAL SYSTEMS \_\_\_\_\_ DATE \_\_\_\_\_ FILTER SIZES \_\_\_\_\_

- 20 Point checkup includes the following items performed during the Spring/Summer schedule. Fall/Winter points are adjusted to address those points specific to the seasonal change.*
- Check system for proper refrigerant charge
  - Check compressor and fan amps
  - Check and clean condenser coil
  - Check capacitors
  - Check contactor points
  - Brush out electrical cabinet
  - Check all caps and valves for seals and/or proper snug fit
  - Check thermostat operation and mounting
  - Check blower amps
  - Check heat strip amps, circuit components and safeties
  - Check/evaluate evaporator coil for buildup
  - Check blower wheel for buildup
  - Check all electrical connections and wires
  - Change/wash filter
  - Check temperature splits
  - Lubricate all moving parts where applicable
  - Flush and vacuum drain line/pan and evaluate drainage
  - Check float switch operation
  - Clean equipment exterior
  - Check final performance and report necessary improvements

- 20 Plus checkup includes the following items performed during the Spring/Summer schedule. Fall/Winter points are adjusted to address those points specific to the seasonal change*
- Check system for proper refrigerant charge
  - Check compressor and fan amps
  - Check and clean condenser coil
  - Clean vegetation, etc. from outdoor unit
  - Check and clean condenser fan
  - Check crankcase heater
  - Check capacitors
  - Check contactor points
  - Brush out electrical cabin
  - Check reversing valve operation
  - Check for excessive vibration
  - Check condenser level
  - Check safety controls where applicable
  - Check all caps and valves for seals and/or proper snug fit
  - Check thermostat operation and mounting
  - Check blower amps
  - Check heat strip amps, circuit components and safeties
  - Check/evaluate evaporator coil for buildup
  - Check blower wheel for buildup
  - Check all electrical connections and wires
  - Change/wash filter
  - Check temperature splits
  - Lubricate all moving parts where applicable
  - Flush and vacuum drain line/pan and evaluate drainage
  - Check float switch operation
  - Clean equipment exterior
  - Clean/dust return air grills
  - Treat AH/evap coil/case coil and plenum with Micro-Ban
  - Check for air leaks at plenum
  - Check final performance and report necessary Improvements

The work will be performed over a twelve month period and will be scheduled by us at periodic intervals.

**YOUR INVESTMENT**

SILVER: ONE 20 AND ONE 20 PLUS EFFICIENCY AGREEMENT

GOLD: TWO 20 PLUS EFFICIENCY AGREEMENTS

Single Air Conditioning and Heating System ..... 2 visits - \$170.00	Single Air Conditioning System ..... 2 visits - \$239.90
--	--

**YOU AGREE TO:**

- Operate the subject equipment per our instructions
- Promptly notify us of any unusual operating conditions of the subject equipment.
- Permit our personnel the use of your common building maintenance tools such as ladders, etc.
- Permit only our personnel to work on subject equipment.
- Must provide means of entry for inspection of subject equipment.
- Payment of labor, parts and material not covered by this Preferred Customer Plan is due at the time the service is rendered.

**KYTECH WILL ALSO PROVIDE TO THE PURCHASER:**

- Preferential treatment in scheduling all emergency or problem calls over non-agreement customers (preferred 24 hour service) at Preferred Customer plan rates - from 8:00 AM to 5:00 PM Monday through Friday, 8:00 AM to 1:00 PM Saturday and Sunday.
- Preferred Customer Plans pay only the regular daily charges for diagnostic per system and never pay after-hours or weekend rates.
- You will receive a 10% discount on parts and labor required as discovered during the routine inspection or emergency calls. This discount does not apply to equipment or accessories.
- The first maintenance visit performed at time of initial purchase, subsequent visits will be performed outside the months of June, July and August. This allows for priority services to be provided to our customers during the greatest time of need.
- Preferred Customer Plans also receive priority in scheduling of any replacement equipment.
- See terms and conditions not listed above on page of this agreement.

This Preferred Customer Plan is accepted for:

Customer Name and Address \_\_\_\_\_  
 By Kytech for one full year of preventative maintenance care, as covered in this agreement beginning \_\_\_\_\_ and will expire \_\_\_\_\_  
 ACCEPTED FOR COMPANY \_\_\_\_\_

BY \_\_\_\_\_ Customer Signature \_\_\_\_\_

## ADDITIONAL TERMS AND CONDITIONS OF AGREEMENT

Kytech Heating, Air Conditioning and Refrigeration LLC, hereinafter known as “Kytech” in consideration of the amount received, agrees to service, render emergency service, inspect the product indicated as stated on page 1, and you agree that we shall have the exclusive right to do so.

Service shall be available and rendered during business hours of “Kytech”. Service performed outside of these hours will be charged as stated on page 1 of this document.

“Kytech” endeavors to render prompt service at all times but is not responsible for delays due to the inability of manufacturers to supply parts, materials, or due to strikes, or for any reasons beyond the control of “Kytech”.

This agreement does not cover service or parts as the result of fire, theft, accidental damages, abuse, neglect, unauthorized alterations, repairs in any part of the water, gas or electric source, deterioration of exterior or interior cabinets, obsolescence, or any acts of God. Neither does this agreement cover original installation nor the reinstallation or modification. “Kytech” is not responsible for replacement of equipment. “Kytech” is not responsible for system design or its performance in maintaining design conditions, except through the failure of equipment covered herein.

On gas or oil furnaces, this contract does not include services required to relight the pilot due to the interruption of local gas services or lack of oil supply, nor does it include service resulting from fluctuations in gas pressure or changes in fuel after installation.

The balancing of the air distribution system is not included in this agreement.

We do not authorize any person or representative to assume any verbal liability other than those contained herein.

This agreement goes into effect the day it is paid and extends for twelve (12) months.

The term of this Agreement shall be automatically renewable, unless called by either party but subject to price revision on any anniversary date.

This agreement is binding between the parties named herein, and the benefits herein are not transferable by customer.

This agreement is limited to maintenance and service herein and is not intended to be nor shall it be construed to be insurance in any form.

Inspections must be completed during the twelve (12) month period. Otherwise, inspections will become null & void.

**KYTECH**  
Heating, Air Conditioning and Refrigeration. LLC.

