



# North Valley Mechanical

Your Air Conditioning & Heating Professionals

## PREMIUM PERFORMANCE PLAN

The Premium Performance Plan includes:

**TWO full clean & maintenance appointments.**

**One WAIVED service call & diagnosis fee. All other service call & diagnosis trips discounted.**

**Priority scheduling.**

**Member rate pricing on repairs.**

**Air filters, for the year, delivered to your door.**

Cleaning & Maintenance procedure (all items done if applicable):

1. Clean burner assembly
2. Check for gas leaks
3. Tune burners for efficiency
4. Clean ignition assembly
5. Clean furnace heat exchanger or elements
6. Verify good flue draft
7. Test thermostat heat & cool functions
8. Test refrigerant pressure and verify charge level
9. Test compressor starting capabilities
10. Test safety controls
11. Clean or replace customer provided air filters
12. Clean blower assembly as needed
13. Measure air flow
14. Adjust balancing dampers
15. Tighten accessible electrical connections
16. Measure volts/amps used
17. Lubricate all moving parts
18. Calibrate thermostat
19. Clean evaporator coil if accessible
20. Clean condenser coil
21. Clean condensate drains
22. Measure temperature difference
23. Full run test
24. Inspect for air leaks
25. Evaluate general condition of equipment

\*North Valley Mechanical agrees to provide Comfort Club members discounted member rate pricing on repairs, \$20 off any applicable service call & diagnosis fee, and priority scheduling through the duration of the agreement for the unit specified.

Priority scheduling does NOT include same-day or after-hours service. North Valley Mechanical will provide PREMIUM Performance Plan Holders ONE WAIVED "Service Call & Diagnosis Fee" on any repair trip during the duration of the agreement for the equipment holding the agreement. A Service Call & Diagnosis fee provides the customer a scheduled appointment, diagnosis of their HVAC system by a licensed professional, and a proposal for repair. Air filter delivery service: 1 Filter (1" Pleated Merv 8) delivered every 2 months for the duration of the agreement (1 year) OR 1 Honeywell Media Filter/AS Perfect Fit per Clean & Maintenance Appt (1 filter every 6 months). Any other filters need to be approved by North Valley Mechanical and the customer at an agreed upon rate (delivery only, installation available at an additional charge). North Valley Mechanical agrees to provide the plan holder; two preventative cleaning & maintenance appointments as outlined in the above check list. Cleaning & maintenance appointments will be scheduled at intervals of approximately six months, not to exceed nine months from initial service date. Failure to contact North Valley Mechanical and schedule second appointment within nine months of initial service date will result in forfeiture of second maintenance appointment. Service will be performed on the air conditioning & heating equipment listed below, during regular business hours, Monday - Friday, excluding holidays. Customer is responsible for contacting North Valley Mechanical to schedule service appointments and maintaining a valid email address and phone number on file. Any repairs required will be brought to your attention and a proposal will be given for your approval. North Valley Mechanical shall not be liable for: any loss arising from delay, failure to discover a condition requiring a repair or replacement, removal or containment of hazardous materials as a consequence of any performance under this agreement. This agreement does not include any parts or materials. This agreement is payable in advance and is renewable at your option each anniversary

date. This agreement is non-refundable and cannot be transferred to an alternate service address. This agreement is transferable to a new homeowner, contingent upon the new homeowner contacting North Valley Mechanical within the contract's scheduling parameters.\*