

2006 “No Worries” Service Agreement

We at Basic Services, Inc. are pleased to offer our customers our very popular “No Worries” Plan and "Worry Free" Pricing Policy. We feel that a maintenance program gives maximum benefits to you. Very few Maintenance customers had to call for service during the extreme temperatures we experienced during this past winter and summer. Our “No Worries” Plan is a systemic preventive maintenance program designed to diagnose and correct minor problems before they become more serious. The “No Worries” Plan provides you with these benefits:

- **PREVENTS** expensive breakdowns, especially when your system is most needed.
- **PROVIDES** you with service when it is most needed.
- **INCREASES** the overall operating efficiency of your system thereby decreasing your operating cost.
- **PROVIDES** you with the convenience of *automatically* scheduled care.
- **PROLONGS** equipment life through regular maintenance.
- **SAVES** you money, on energy bills *and* repair costs.

Coverage Provided Under Agreement

Spring and/or Fall Inspections

It is hereby agreed that BASIC SERVICES, INC. will provide a qualified technician to inspect your air conditioning and/or heating system for proper operation to insure that it is in the best possible condition for the cooling and/or heating season.

These inspections will include:

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| 1) Inspecting & replacing standard air filters | 12) Checking for carbon monoxide leaks |
| 2) Checking refrigerant pressures. | 13) Cleaning either indoor or outdoor coils as needed |
| 3) Tightening electrical connections. | 14) Adding up to one pound of refrigerant |
| 4) Checking for proper voltage and amp draw | 15) Checking thermostat calibration |
| 5) Cleaning condensate pumps and drains | 16) Checking temperature changes |
| 6) Insuring that controls are working properly | 17) Checking blower wheel rotation |
| 7) Checking all safety controls | 18) Checking heater elements |
| 8) Cleaning & adjusting gas furnace as needed | 19) Checking ignition system (gas furnace only) |
| 9) Cleaning & adjusting air handler as needed | 20) Checking vent operation (gas furnace only) |
| 10) Checking for raw gas leaks | 21) Checking defrost function (heat pump only) |
| 11) Vacuum blower and/or outside unit as needed | 22) Inspect and report unit age and physical condition |

Labor Coverage

It is agreed that BASIC SERVICES, INC. will perform this Maintenance Agreement as outlined above. If additional service is required, your service call will be handled on a Priority Service Basis. This means that your call will be given special preferential treatment, and if Emergency Service (No Heating) is required after hours or on weekends, a mechanic will be available to service your unit. Maintenance Customers will be charged **no labor for repairs during the term of the Maintenance Contract.** *

Parts Coverage

It is agreed that BASIC SERVICES, INC. will provide a fifteen percent discount on replacement parts.

In the event of equipment replacement, our **Contract customers will receive a \$200.00 discount.**

Additional Terms or Conditions

It should be understood that all repair and service work will be done through normal working hours with the exception of "NO HEAT" calls during the period October to April, and established medical conditions.

Repair labor and refrigerant, as well as repair parts are priced as noted in this contract.

The customer is responsible for access to the premises when notified of scheduled visit.

This agreement is in force through the end of the calendar year in which it is dated.

Either party upon 30 days written notice may terminate this agreement. A refund for the remaining contract period will be made on a pro-rated basis with deduction for work already completed.

****Special Note***

Labor charge reduction applies to all repairs *except* compressor and heat exchanger replacements