



SERVICE AGREEMENT

CUSTOMER INFORMATION

Name: _____
Mailing Address: _____
City, State, Zip: _____
Email Address: _____
Phone: (_____) _____
Primary Phone: (_____) _____

EQUIPMENT LOCATION

Equipment Address: _____
City, State, Zip: _____
Phone: (_____) _____
Alternate Contact: _____
Alternate Contact Phone: (_____) _____

****Attention Seasonal/Rental Customers****

Please provide a primary phone number in the event the residence is unoccupied and we need approval for repairs.

The Service Check Will Include:

- Sanibel Air and Electric will provide a qualified service technician to perform Two (2) thorough inspections on your cooling and heating system per year (preferably in six month intervals).
- Clean and/or Replace Standard Filters
- Check Air Conditioning Electrical System
- Clear Drain Lines, Clean Pan, and Add Algae Control Tabs
- Check and Calibrate Thermostat (Humidistat if Applicable)
- Check and Record Refrigerant Pressures
- Check and Record Temperature Differential
- Check and Record Accessible Duct Work Condition
- Check and Record Evaporator/Condenser Coil Condition
- Check and Record Indoor Blower Condition
- Check and Record Outdoor Fan Condition
- Check and Record Compressor Condition
- Check and Record Type of Heat
- Make Recommendations of an Needed Repairs to the System
- Checking Performance and Operating Efficiency of the System

Additional Benefits of Your Service Agreement:

- Spot Potential Problems Before they Become Major Repairs
- You Will Receive a 15% Discount on Repair Work (Excludes service call charges and system replacement)
- You Will Receive Priority Service
- Routine Maintenance Prevents Manufactures From Voiding Warranty Coverage
- Improved Efficiency of your System and Increase Energy Savings
- You Will Have Peace of Mind that System is Operating at Peak Performance
- Improved Indoor Air Quality
- Service Reminder (We will contact you prior to your next service check)

Annual Cost for Service Agreement. (Agreement will not become effective until paid in full)

Please mark below the number of systems that will be covered in this agreement.

- | | |
|--|--|
| <input type="checkbox"/> One System \$169 | <input type="checkbox"/> Four Systems \$539 |
| <input type="checkbox"/> Two Systems \$309 | <input type="checkbox"/> Five System \$649 |
| <input type="checkbox"/> Three Systems \$429 | <input type="checkbox"/> Six Systems \$748 (Each Additional System \$99) |



Scheduling Procedures

To better serve our customers we request that you provide us with the most up to date information for who you would like us to contact to schedule service. The contact information you provide could also include (ie-Home Watch, Property Management Company, Rental Company, etc.) We will email or mail a reminder approx 30 days prior to your next service check.

- Email (other than the one provided above) _____
- Billing Address (The one provided above)
- Other Address _____

Upon receiving the reminder either you or your representative should contact the office to schedule service. We will only provide one reminder by the method selected above. Your contract will not begin until your first service check has been paid in full. This agreement is good for one year and includes two service checks within that time frame. If for any reason the two checks are not performed during that time period the remaining balance will be forfeited by the purchaser.

****PLEASE BE ADVISED THE INFORMATION YOU PROVIDE ABOVE IS THE ONLY WAY WE WILL CONTACT FOR SCHEDULING THE SERVICE CHECK. IF WE DO NOT HAVE THE CORRECT AND/OR CURRENT CONTACT INFORMATION WE WILL NOT BE HELD RESPONSIBLE.****

INITIAL X _____

Terms and Conditions

1. The term of this agreement is for one year and will be automatically renewed on an annual basis unless either the Customer or Sanibel Air and Electric gives written notice of termination to the other party. This Agreement may be subject to modifications as to price or others terms and conditions.
2. This service is provided under the agreement but in itself holds no monetary value. It is the customers' responsibility to contact our office for service. Service Checks will be performed during normal business hours Monday thru Friday 8:00 am to 4:30 pm. Sanibel Air and Electric is not responsible if service checks are not performed due to the unavailability of the customer to schedule service.
3. Sanibel Air and Electric, Inc. shall be provided reasonable access to the equipment being serviced, and shall be permitted to start and stop all equipment necessary to perform the herein-agreed services.
4. Sanibel Air and Electric, Inc. shall not be liable for any loss, delay, injury, or damages that may be caused by circumstances beyond its control including but not limited to acts of God, abuse, war, fire, theft, floods, wind, storms, explosions, delays in transportation, accidents, misuse, or any other incident beyond the contractor's control.
5. Sanibel Air and Electric, Inc. shall not be responsible for any service that is performed on a covered product by another company.
6. Sanibel Air and Electric, Inc shall not be liable for any cosmetic repairs such as carpentry, drywall, painting, etc, necessitated by accessing equipment or making any repairs.
7. If a repair is required, we will contact you by using the "**Primary Phone Number**" you provided above for authorizations.
8. Customer agrees that in the event that the property is sold or transferred during the period of this Agreement, he/ she will contact Sanibel Air and Electric of this change. This contract is transferable from one owner to another at the same residence, upon written notification from seller.
9. Customer agrees to notify Sanibel Air and Electric of any change to contact information.

Purchaser Signature _____ Date _____

Please read and initial "Scheduling Procedures" section above as well as signing here. Please mail a copy of the completed agreement with payment.



Please see enclosed agreement for your consideration.

Sanibel Air and Electric, Inc. has revamped its Service Agreement to better serve our customers.

The main improvements are as follows:

- Better communication scheduling service
- Automatic annual renewal
- “Going Green”
 1. Online bill pay for emailed invoices
 2. Automatic Email reminders for when your next service is due
 3. Easy to read new emailed completed service reports
- Improved communication between our technicians and customers
- More secure credit card payment options

Please review the agreement and complete all necessary information.

Please sign and return a copy of the agreement with payment.

Please feel free to contact Julie at our office if you have any questions regarding the new program.