

## Commitment to Service



K.E Weaver Petroleum has been serving its customers for over a decade. During this time we have learned a lot about what it takes to be a successful service provider. K.E. Weaver Petroleum knows the value you place on keeping cool during the hot summer months. We do more than repair your air conditioning and offer you peace of mind that your family's comfort is our top priority. Our staff is professionally trained and certified and we provide superior customer service.

## Service Plan Value

Service plans ensure that you will receive professional preventive maintenance for your air conditioning system. An air conditioner is a tough piece of equipment, however, without an annual checkup your system can lose efficiency and can cost you money. Our plans have been designed to be economical and a good value. The purpose of the plans is to keep your air conditioning system working at peak efficiency and to keep critical parts maintained. To avoid the risk of expensive repairs take advantage of our service plans.



## Air Conditioning Plan – \$155.00 or \$12.92/month

Our Air Conditioning Plan includes your annual tune-up and parts and labor discounts associated with maintaining your air conditioning system at peak efficiency. Service work conducted under the air conditioning will be conducted during normal business hours and does not include emergency service.



### Parts & Labor Coverage

If your air conditioning system requires service, all of the labor and parts required will be sold to you at a 15% discount. This service is expected to occur during normal business hours. Emergency service will be charged at prevailing rates.

### Maintenance & Tune Up

Professional preventive maintenance is strongly recommended annually for all air conditioning systems. Maintaining and adjusting your air conditioning will help save on cooling costs and add years of life expectancy to this expensive equipment. This service tests and adjusts your air conditioner for maximum efficiency using precision equipment. All safety and operating controls will be checked. Refrigerant levels will be checked and adjusted. The indoor and outdoor coils will be washed with a biodegradable cleaner. We will check the ductwork for loose sheet metal or fittings. We will check the air handler, blower, condenser fan, and thermostat operation. Your drain pan will be cleaned and the drain line flushed to clear any buildup of algae or dirt. When necessary, the system air filters will be replaced.

### Additional benefits

Under our air conditioning service plan, you will receive priority call status. That means you move to the front of the list for service response when your system isn't working.

As a customer of K.E. Weaver Petroleum, you can be sure you're receiving the highest quality care from trained technicians. Our technicians attend training year round to keep up to date on the latest technology and changes to equipment.

## Clip & Mail

### Air Conditioning - \$155.00 or \$12.92/month

Name: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Home Phone: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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 FOR OFFICE USE ONLY:

RECEIVED BY: \_\_\_\_\_ DATE RECEIVED: \_\_\_\_\_

## General Conditions & Exclusions

K.E. Weaver Petroleum hereafter referred to as the company:

1. The term of the Plan is for a one (1) year period and will re-new automatically every year unless terminated by either the customer or Company. Plan becomes effective when customer has paid for said plan. By paying for said plan, customer agrees to and is bound by Plan and General Conditions & Exclusions. In the event customer receives plan as a promotional upgrade with standard clean & service, plan becomes effective when customer pays for standard clean & service. The clean & service referred to in the plan is the standard clean & service customer has paid for to receive the plan. Customer is not entitled to an additional clean & service.

No credit will be issued if the Plan is canceled before the expiration date.

2. Customer agrees to notify Company of any unusual operating conditions of the subject equipment. Customer further agrees to promptly notify Company of any suspected malfunction or defect in the equipment and report it promptly to the office of the Company who has a 24 hour, 7 day a week answering service to report emergencies and request service.

3. Customer agrees not to move or relocate subject equipment from existing location without written consent of the company. In the event customer fails to obtain such consent, the Company at its option may cancel this entire agreement or refuse to service the equipment that was moved or relocated.

4. Customer agrees to permit our personnel the use of his common building maintenance tools, such as ladders, etc.

5. If the equipment requires the use of water, either recirculated or other otherwise, the water thus used may become contaminated, or cause corrosion. As neither the extent nor nature of such contamination or corrosion can be predicted in advance, the company hereby assumes no liabilities for either the quality or condition of the water or for any damage that it may cause to the equipment or other property exposed to water. The customer understands that this agreement does not cover the repair or replacement of any part of the equipment which is caused by water contamination or corrosion or any other cause attributable to the use of water by the equipment, weather as to ordinary wear and use or otherwise.

6. The customer agrees not to assign or transfer this agreement without the prior written consent of the company and no modifications, additions, or changes may be made to this agreement except in writing, signed by both parties. This instrument contains the entire agreement between the parties hereto.

7. Any changes, adjustments or repairs made by others, unless authorized or approved by the company in writing, shall terminate its obligation hereunder.

8. The company reserves the right to, at any time, in its sole and absolute discretion, to replace any part or equipment that it finds to be economically unsound for further servicing or repair, and to substitute a new part or piece of equipment in its place.

9. Company will provide service as soon as practical and during regular business hours under normal conditions. A separate trip charge will be assessed for cleaning and service calls performed on locations greater than 20 miles from Lititz, PA. Company will not be held liable for any delay or failure to provide service due to conditions beyond its control such as Acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storm, floods or other severe weather conditions, or government laws or regulations.

10. The company reserves the right to, at any time, in its sole and absolute discretion, to replace any part or equipment that it finds to be economically unsound for further servicing or repair, and to substitute a new part or piece of equipment in its place.

11. This agreement covers only reasonable and ordinary use of the equipment in question. Any repair or replacement that is caused by the customer's failure to use reasonableness in either the operation of the equipment or failure by the customer to promptly report any malfunction in the equipment promptly is not included in this agreement and shall be paid for by the customer in accordance with the company's normal rate schedule.

12. The company shall not be liable for any loss, damage, consequential damages, negligence, breach of contract or any other damages of any nature based upon express warranty, implied warranty or other legal theory due to the non-operation or malfunction of the equipment, including damage to property or personal injury caused by the equipment, unless said malfunction or non-operation of said equipment is due solely to the negligence of the company.

13. The express warranties contained herein are in lieu of any and all other warranties, express or implied, including any warranty or merchantability or fitness for particular use. Without limitations, the company shall not be liable upon any warranty theory, express or implied, regarding the manufacture or operation of any equipment installed by it with the exception that the company shall cause same to be repaired or replaced in the event of faulty operation or malfunction of said equipment and shall be liable for no other damages except as specified herein.

14. The standard of workmanship hereunder shall be that which is reasonable and customary in the industry.

15. The full agreement price shall be due and payable immediately upon execution of this agreement. The customer also agrees to pay as an addition to the price herein above set forth, the amount of any present and future taxes or any other governmental changes now or hereafter imposed by existing or future laws with respect to the transfer, use ownership or possession of the equipment which the agreement relates.

16. This service agreement may be terminated by either party upon 30 days written notice. No refund will be issued in the event of cancellation by the customer. If cancelled by the company during the term of the agreement, pro-rated amount will be refunded.

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