



Name			
Address			
C/S/Z			
Phone			
Email			
Location			
ServicePLUS		ServicePLUS Customer Care	

Covered Equipment, Accessories, and Filters		
Model	Serial	Description

Payment Information	
Total Investment	
Rebates/Credits	
Amount Due	
Payment Due at Time of Service	
5% Discount per year for multi-year agreements	

Payment Method			
<input type="checkbox"/> Credit Card	Check #		
<input type="checkbox"/> Cash/Check			
Acct #			
Exp. Date		Sec. Code	
Mail To: 1100 Montvale Rd, Maryville, TN 37803			

Terms and Conditions

This agreement includes all services listed on the reverse side. This proposal and the terms on the reverse side constitute our entire agreement. This agreement will run for 12 months from the date of signature.

Authorized Signature

Date

A properly maintained comfort system will last longer, be more efficient, and cost you less

ServicePLUS Terms and Conditions

A. Benefits

1. **Safety:** Periodic maintenance ensures unit is operating safely. We check electrical connections, heat exchangers, and safety devices for proper operation.
2. **Peace of Mind:** Keep your system running at peak, trouble-free efficiency and spot potential troubles before they cause problems.
3. **Dependable Staff of Experts:** Experienced and trained service department dedicated to maintaining and repairing all types of HVAC equipment. We have made major investments in training, tools, test and communications equipment, trucks and other equipment to insure our agreement customer's prompt and efficient service at a minimum cost. We are licensed, insured, and a drug-free company.
4. **Priority Service:** In the event you need emergency service our ServicePLUS agreement customers are given priority status and you receive a 15% discount.
5. **Emergency Service:** Our phones are answered 24 hours a day and we have always have a technician on call.
6. **Peak Performance:** Regular maintenance and service on mechanical equipment prolongs its life. It also keeps the equipment operating at peak efficiency to save you money.
7. **15% Discount on All Parts and Labor**
8. **Two comprehensive inspections each year**
9. **No overtime charges**
10. **No service call**
11. **Discounts on equipment and accessories**

B. Coverage Provided Under Agreement

Roger L Newman Co will perform thorough inspections on the heating and cooling system twice yearly on the equipment listed on the front page.

These services will be scheduled at the customer's convenience during regular business hours, Monday through Friday, excluding holidays. Roger L Newman Co will provide a copy of the technician's work as verification of our work.

Your repair calls will be scheduled on a preferential customer basis.

Roger L Newman Co will maintain records on all equipment to expedite repair parts acquisition and to establish equipment operational histories. It is mutually agreed that this policy only covers electrically operated parts inside the equipment and does not cover electrical or plumbing work beyond the units or work required due to negligence or misuse of the equipment or because of flood, fire, acts of God, sabotage of electrical, gas, or water supply or damage caused by freezing or circumstances beyond our control.

Unnecessary or nuisance calls beyond the scope of this contract will be charged and paid by the purchaser at the prevailing service rates. Examples: fuses, circuit breakers, dirty filters. Remedial repair service will be performed upon your authorization at prevailing service rates, less 15% discount on parts and labor.

Roger L Newman Co shall not be liable for loss or damage caused by failure or delay in performing service; nor for any loss or damage arising out of our performance of this agreement in excess of the sum paid by you for the agreement.

The agreement does not give rise to any warranty for the continued operations of your equipment, but it does assure you that potential problem areas will be examined by a qualified technician.

Customers who renew their agreement annually will accrue a \$50 credit toward the purchase of new equipment through Roger L Newman Co. System components and accessories are eligible for a 15% discount. There is no cash value beyond credit for the new equipment.

Our repair work carries a (1) year parts and labor limited warranty. We are not responsible under this agreement for deficiencies in system design or system comfort performance.

Either party may terminate this agreement upon thirty (30) days written notice. A refund will be made on a pro-rated basis with a deduction for work already performed.

C. ServicePLUS Customer Care Agreement

Customers that have equipment installed by Roger L Newman Co after 1/1/2015 and maintain an annual ServicePLUS agreement will not be charged labor in the event of a part failure within the equipment proper or any materials or accessories installed by Roger L Newman Co during the installation.

Equipment or materials not installed by Roger L Newman Co will be eligible for a 15% repair discount if included in the agreement. Examples include but not limited to filters, ductwork, electrical, and plumbing not installed by Roger L Newman Co.

If this agreement is not renewed annually the agreement is automatically canceled.