

# MVP

## Mitchell Value Plan Maintenance Agreement



**Heating & Air Conditioning, Inc.**  
Sales • Service • Installation

1398 Duncan Lane • Auburn, GA 30011 • 770-995-7585 • www.mitchellmechanical.com

As a Mitchell Mechanical MVP customer, we agree to provide you 2 Precision Tune-ups, Professional Cleanings and Safety Inspections as described below to help provide a comfortable, energy efficient and safe indoor environment.

### BENEFITS:

- 5 year Parts Replacement Guarantee (See terms on back for details)
- 15% discount on repair service, excludes Diagnostic Fee
- Priority Customer Status
- Reduced Diagnostic Fees  
service call fee applies to all non-maintenance visits, no overtime or after hours fees apply, service call is waived if service is needed within 30 days of a maintenance visit
- 24-hour Emergency Service
- Improved Efficiency
- Extended Equipment Life
- Improved Safety
- Improved Capacity
- Inflation Protection
- Agreement is transferrable
- No parts procurement fees for non-stock parts
- 2lb refrigerant per year per system included

### PROCEDURES INCLUDE:

- Clean or replace standard air filters
- Inspect inside cooling coil. (Clean at discounted service rate if necessary.)
- Inspect primary and secondary drains
- Clean and test condensate drain
- Inspect blower components - clean and adjust as necessary
- Inspect condenser coil - clean as necessary
- Lubricate all moving parts (where applicable)
- Inspect all electrical connections
- Monitor air conditioner operating pressures for proper charge
- Inspect heat exchanger and burners - vacuum and/or adjust as necessary
- Adjust gas pressure as necessary
- Inspect pilot operation - adjust as necessary
- Monitor flue draft for safe operation
- Inspect and test safety controls
- Adjust air flow for proper temperature rise
- Inspect heat anticipator settings
- Inspect thermostat operations
- Inspect for defective heat exchanger

Name/Address/City/State/Zip	Location of Equipment
Phone: Residence _____	Phone: _____
Phone: Cell _____	
Phone: Fax _____	Customer # _____

EQUIPMENT INCLUDED	MAKE	MODEL #	SERIAL #	WTY EXP DATE
Primary System ( <small>Location of I.D. Unit</small> )				
1.1 _____				
1.2 _____				
Second System ( )				
2.1 _____				
2.2 _____				
Third System ( )				
3.1 _____				
3.2 _____				
Fourth System ( )				
4.1 _____				
4.2 _____				

Filters:  
Size \_\_\_\_\_ Qty. \_\_\_\_\_ Size \_\_\_\_\_ Qty. \_\_\_\_\_ Size \_\_\_\_\_ Qty. \_\_\_\_\_

	<u>* 3 YEAR MVP</u>	<u>* 2 YEAR MVP</u>	<u>1 YEAR MVP</u>
Primary A.C. and Heating System			
Each additional A/C and Heating System Qty ( )			
A.C. and Heating System Sub-Total	= \$ _____	= \$ _____	= \$ _____
Humidifier Qty ( )	= \$ _____	= \$ _____	= \$ _____
Electronic Air Cleaner Qty ( )	= \$ _____	= \$ _____	= \$ _____
Space-Gard (or equivalent)/Filter Qty ( )	= \$ _____	= \$ _____	= \$ _____
Other Filter \$ _____ Qty ( )	= \$ _____	= \$ _____	= \$ _____
Condensate Pump Qty ( )	= \$ _____	= \$ _____	= \$ _____
Other (describe) _____ Qty ( )	= \$ _____	= \$ _____	= \$ _____
<b>SUB-TOTAL</b>	= \$ _____	= \$ _____	= \$ _____
<i>10% discount for Senior Citizens (55+), Military, Law Enforcement, Fire Services and Emergency Medical Personnel</i>	- \$ _____	- \$ _____	- \$ _____
<b>TOTAL</b>	= \$ _____	= \$ _____	= \$ _____

Method of Payment:

Credit Card <input type="checkbox"/>	Type _____	Number _____	Exp. Date _____
Check <input type="checkbox"/>			
Cash <input type="checkbox"/>			

Customer Approval \_\_\_\_\_ Date \_\_\_\_\_

**TAKE ADVANTAGE OF 10% SAVINGS (PRIMARY A/C & HTG SYSTEM) BY CHOOSING OUR 3 YEAR MVP PLAN OR A 7% SAVINGS (PRIMARY A/C & HTG SYSTEM) BY CHOOSING OUR 2 YEAR MVP PLAN**

**\*NOTE: If you choose to cancel a two or three year MVP after the first year, you will receive a prorata refund.**

THE ADDITIONAL TERMS AND PROVISIONS ON THE REVERSE SIDE HEREOF FORM A PART OF THIS AGREEMENT.

# Additional Terms and Conditions

**CUSTOMER'S RIGHT TO CANCEL:** Customer may cancel this Agreement by mailing a written notice of cancellation to the Company. In the event of cancellation by Customer. Customer shall receive a prorated refund of the payments made by Customer for the current term of this Agreement.

**COMPANY'S RIGHT TO CANCEL:** Company reserves the right to terminate this Agreement immediately in the event: {i} the system has not been used solely for the purpose under the condition for which it was designed or has been subjected to misuse, alteration, accident, or abuse. {ii} Customer has any part of the heating and/or air conditioning system serviced by a company other than Company, or {iii} Customer fails to fulfill the payment terms contained on the face side of this Agreement.

**TRANSFERABILITY:** This Agreement is transferable to the subsequent owner of the building in which the Equipment and Accessories are located, provided that Company receives written notification of the sale of the property within sixty (60) days of transfer.

**ENTIRE AGREEMENT:** This Agreement sets for the entire Agreement between the parties and supersedes all other agreements either written or oral concerning the subject of this agreement.

**SCHEDULING:** All reasonable attempts will be made to schedule your appointments in a timely manner, including phone calls, postcard reminders, and letters. This agreement is for Two service tune ups with in a One year period (unless otherwise specified). If you are more than 90 days late scheduling your appointments, you may loose one or more of the visits and you may incur additional charges to maintain your system due to lack of service.

**5 YEAR PARTS REPLACMENT GUARANTEE:** We will repair or replace any new component which was installed by Mitchell Mechanical Heating & Air Conditioning, Inc. in your existing HVAC system within five years after the repair as long as the system is covered under a current, paid in full, Residential Mitchell Value Plan maintenance agreement. In cases where the component failure was caused by another problem, all recommendations for repair must be followed for the warranty to be applied.

Repair workmanship is guaranteed on the installed part only. We do not provide a labor guarantee on parts other than those we install. If repairs later become necessary due to other defective parts, parts and labor will be charged separately. Repair charges necessary to correct defects discovered by the preventive maintenance inspection will be the sole responsibility of the purchaser and billed at the discount agreement rate. Refrigerant leaks are not covered under this guarantee unless a repair was made to the leak. If a refrigerant leak is repaired and the system produces a leak in another location, the new leak is not covered. This agreement shall be null and void if any equipment covered herein has been subject to Acts of God or conditions beyond the control of Mitchell Mechanical Heating & Air Conditioning, Inc. including but not limited to accidents, fire, misuse, improper adjustments, modifications, alteration, tampering, disconnection, vandalism, damage caused by animals, insects or rodents, or failure to properly maintain or operate the equipment. The parts replacement guarantee will be null and void if more than 30 days occurs with out a current, paid in full, Residential Mitchell Value Plan maintenance agreement. The system must remain in serviceable condition for the parts replacement guarantee to be valid. This guarantee is effective on all parts replacements and repairs made on or after 01/01/2011 and that are part of a current, paid in full Residential Mitchell Value Plan Maintenance Agreement in effect or purchased as of 01/01/2011.