

# ENERGY SAVER AGREEMENT



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## IN SEASON...

### Season Maintenance Service

Regular maintenance prolongs the lifespan of your equipment and keeps it at peak performance efficiency, saving you money. During two visits per year, our NATE-certified technicians will complete a comprehensive 15-point inspection and, as needed, perform the following services:

- Oil the motor
- Remove and clean the blower wheel and motor
- Clean the indoor/outdoor coil and drain pan (usually once annually)
- Remove rust and debris/build-up from the heat exchangers and burners
- Check refrigerant cycle for proper operation (winter and summer modes)

Note: if we need to remove the coils, ductwork, heat exchanger, gas manifold, or oil burner, or we need to disassemble the equipment cabinet, we will apply an additional charge for labor. This cleaning is intended to keep your equipment in top condition as part of our thorough maintenance program (we do not do this to correct service problems caused by component failure or environmental damage). If such charges occur, we will still apply our 15% discount.

#### PIECE OF MIND.

Automatic, scheduled inspections make sure your unit is operating safely. We spot and fix problems before they happen.

#### AUTOMATIC RENEWAL.

The agreement you select will renew automatically every year, unless either you or we cancel.

#### TRANSFERABLE.

Moving? No problem. The agreement you select can be transferred to a new property owner or, if you stay local, can be reassigned to your new property when you move.

#### SERVICE YOU CAN TRUST.

Our highly-trained and NATE-certified experts know their business. We have made major investments in training, tools, transport vehicles, and equipment to bring you prompt and efficient service at a minimum cost.

If you're not totally satisfied with our service, call our **Customer Satisfaction Line** at **(703) 644-6400** and we will resolve your problem or give you a refund. \*



## ...and OUT OF SEASON

### Emergency Service

**You are our first priority.** Our phones are answered by real people every day and by a live service after hours. We keep technicians on-call 24/7 for emergencies and place our ENERGY SAVER customers first in line, should needs arise!

- If you are *under warranty* and we need to replace your compressor, heat exchanger, or coils, we will only charge you for freight and handling. The parts come free!
- If you are *out of warranty*, parts fees will apply.
- As a thank-you to our ENERGY SAVER customers, we give a **15% discount on all parts and labor, regardless of warranty status.**

\*Refunds are made on a pro-rated basis, with deduction for work already performed.

# WE'RE HERE FOR YOU

## COVERAGE PROVIDED UNDER THE ENERGY SAVER AGREEMENT

TRADEMASTERS will perform thorough inspections on the heating or cooling system(s) once or twice yearly (depending on the agreement type) 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. TRADEMASTERS will provide a copy of the technician's report as verification of our work.

Your repair calls will be scheduled on a preferential customer basis. TRADEMASTERS will perform the work specified above for the sum specified on the front page of this agreement.

TRADEMASTERS will maintain records on all equipment to expedite repair parts acquisition and to establish equipment operational histories.

It is mutually agreed that this policy covers only electrically operated units inside the equipment and does not cover electrical or plumbing work beyond the units or work required due to the negligence or misuse of the equipment or because of fire, flood, 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 a 15% discount on parts and labor.

TRADEMASTERS shall not be liable for loss or damage caused by failure or delay in performing services; 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.

Our repair work carries a one (1) year parts and labor limited warranty which is set forth on the back of the invoice. We shall not be responsible under this agreement for deficiencies in system design or system comfort performance.

This agreement will be renewed every year. Unless otherwise specified, you will be automatically renewed and expected to remit payment. You will be billed for the renewal at the prevailing renewal rate, at the end of your current agreement.

If you have chosen automatic renewal, you will be notified of any rate change before the renewal is charged to your credit card.

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.

If contract is not paid thirty (30) days after the Anniversary Date, the contract is automatically cancelled.