

River Valley Air Conditioning, Inc.

FT. MOHAVE OFFICE

5107 S. Hwy 95
Mail To: P.O. Box 9507
Ft. Mohave, AZ. 86427
Ph: (928)768-2122 Fax: (928)768-4188

KINGMAN OFFICE

512 E. Andy Devine
Kingman, AZ. 86401
Ph: (928)718-2520 Fax: (928)718-2521

AZ. Res. Lic. #ROC200411 AZ. Comm. Lic. #200412 CA. Lic. #241747 NV. Lic. #020965

BI-ANNUAL MAINTENANCE AGREEMENT

Central air conditioning equipment and furnaces are durable and dependable, but like all mechanical equipment they perform best when they are routinely serviced. Living in the desert area with its intense heat in the summer, our equipment takes a lot more abuse than equipment located in areas with cooler temperatures.

With that in mind, *River Valley Air Conditioning, Inc.* has a maintenance program that we would like you to consider putting into action. This program is set up to take care of the maintenance needs of your equipment and give you the added piece of mind that your system will be operational and able to withstand the extreme temperatures and abuse during the summer and winter months. The best time to have your equipment serviced is before the season get in full swing. We recommend that you service your equipment twice a year. Our preferred time to perform the maintenances on your equipment is in the Spring (March - May) and the Fall (October – December). This service will give your system added equipment life and better operating efficiency and most of all can help prevent costly breakdowns in the peak climates.

Once you sign up for the preventative maintenance program, you are then added to our preferred list. This contract is for two (2) maintenances per year, once in the Spring and once in the Fall.

***Both maintenance's must be completed within a year of the time of purchase.**

On the next page you will see the breakdown of all the work that is completed during these maintenance calls. The cost of the Bi-Annual Maintenance Agreement is **\$79.00*** per visit and is paid at the time of each maintenance. This will give you several advantages over our other customers who **DO NOT** have this agreement. As a maintenance agreement customer, you will receive priority service if any emergency service calls are needed, in addition you will receive a price reduction for service and parts on any future service call repairs.

If you have more than one (1) system, (at your location), you can add additional systems for \$59.00 each, per service.

Preventative maintenance does not guarantee that your unit will not have a break down, but it does help to catch some of the problems before they arise, and a properly serviced system will save you operating cost and help to prolong the life of your system.

***BOTH MAINTENANCES MUST BE COMPLETED WITHIN TWELVE (12) MONTHS TO RECEIVE THE CONTRACT BENEFITS!**

****MOST MANUFACTURE'S REQUIRE THAT AT LEAST ONE MAINTENANCE BE DONE EACH YEAR OR THEY WILL VOID THE EQUIPMENT WARRANTY!!**

River Valley Air Conditioning, Inc.

FT. MOHAVE OFFICE

5107 S. Hwy 95
Mail To: P.O. Box 9507
Ft. Mohave, AZ. 86427
Ph: (928)768-2122 Fax: (928)768-4188

KINGMAN OFFICE

512 E. Andy Devine
Kingman, AZ. 86401
Ph: (928)718-2520 Fax: (928)718-2521

AZ. Res. Lic. #ROC200411 AZ. Comm. Lic. #200412 CA. Lic. #241747 NV. Lic. #020965

The maintenance program is scheduled at your convenience, and any future repairs, or emergency service that may be needed, will be given top priority.

Below is an itemized list of the maintenance service done on your system.

Air Conditioning Maintenance (Spring Service: March to May)

- * Replace or clean return air filter * (please see note below)
- * Check thermostat operation & calibration
- * Lubricate all moving parts as needed
- * Check condenser coils
- * Check evaporator coils
- * Check line voltage disconnect
- * Check all electrical components & connections (tighten as needed)
- * Check compressor contactor points
- * Check amp draws on motors
- * Check bearing ware on motors
- * Check blower for cleanliness
- * Check fan belt
- * Check air flow
- * Check condensate pan & drain for cleanliness
- * Check refrigerant charge
- * Check temperature drop across coil
- * Visually check supply & return air duct
- * Check overall operation of the system

* **There is an additional charge if filters need to be replaced, but...
if you supply them, we will be happy to install them while we are there!**

River Valley Air Conditioning, Inc.

FT. MOHAVE OFFICE

5107 S. Hwy 95
Mail To: P.O. Box 9507
Ft. Mohave, AZ. 86427
Ph: (928)768-2122 Fax: (928)768-4188

KINGMAN OFFICE

512 E. Andy Devine
Kingman, AZ. 86401
Ph: (928)718-2520 Fax: (928)718-2521

AZ. Res. Lic. #ROC200411 AZ. Comm. Lic. #200412 CA. Lic. #241747 NV. Lic. #020965

Heating Maintenance (Fall Service: October to December)

- * Replace or clean return air filter *(please see note below)
- * Check thermostat operation & calibration
- * Check refrigerant charge (heat pump)
- * Lubricate all moving parts as needed
- * Check condenser coils (heat pump)
- * Check evaporator coils (heat pump)
- * Check line voltage disconnect
- * Check all electrical components & connections (tighten as needed)
- * Check compressor contactor points (heat pump)
- * Check amp draw on motors
- * Check bearing ware on motors
- * Check blower for cleanliness
- * Check fan belt
- * Check temperature differential
- * Visually check heat exchanger for cleanliness & cracks
- * Check flue vent for proper grade & corrosion
- * Perform leak test on pilot, gas valve & connections
- * Check limit switches for proper operation
- * Check pilot & igniter for proper operation
- * Check flame sensor & main burner for proper operation
- * Check inducer motor operation
- * Check pressure switch operation
- * Check heat anticipator
- * Visually check supply & return air duct
- * Check overall operation of the system

* **There is an additional charge if filters need to be replaced, but...
if you supply them, we will be happy to install them while we are there!**

River Valley Air Conditioning, Inc.

FT. MOHAVE OFFICE

5107 S. Hwy 95
Mail To: P.O. Box 9507
Ft. Mohave, AZ. 86427
Ph: (928)768-2122 Fax: (928)768-4188

AZ. Res. Lic. #ROC200411

AZ. Comm. Lic. #200412

CA. Lic. #241747

NV. Lic. #020965

KINGMAN OFFICE

512 E. Andy Devine
Kingman, AZ. 86401
Ph: (928)718-2520 Fax: (928)718-2521

As a maintenance agreement customer, you also receive the following:

- * Preferred customer status
- * No over time charges (*After hours or weekends*)
- * Discount on parts and labor
- * Extended equipment life
- * Lower operating cost
- * Maximum system performance
- * Lower cost for maintenance
- * Fewer breakdowns

If you are interested in signing up for this maintenance agreement, please contact our office, or ask our service technician to sign you up.

We, at *River Valley Air Conditioning, Inc.* are striving for 100% customer satisfaction. If you should have any suggestions, or complaints, PLEASE call the office and speak with the staff.

OFFICE HOURS: *Monday through Friday 8am – 4pm (AFTER HOURS UNTIL 8pm)*

AFTER HOURS: *Saturday & Sunday 8am – 8pm*

Thank you from,

The River Valley Air Conditioning, Inc. Staff

River Valley Air Conditioning, Inc.

FT. MOHAVE OFFICE

5107 S. Hwy 95
Mail To: P.O. Box 9507
Ft. Mohave, AZ. 86427
Ph: (928)768-2122 Fax: (928)768-4188

KINGMAN OFFICE

512 E. Andy Devine
Kingman, AZ. 86401
Ph: (928)718-2520 Fax: (928)718-2521

AZ. Res. Lic. #ROC200411 AZ. Comm. Lic. #200412 CA. Lic. #241747 NV. Lic. #020965

PREVENTATIVE MAINTENANCE APPLICATION

Customer Name _____ Date _____
Service Address _____ State _____ Zip _____
Mailing Address _____ State _____ Zip _____
Ph # _____ Fax # _____
Email _____

EQUIPMENT INFORMATION

Outdoor Unit Model # _____ Serial # _____
Indoor Fan Coil Model # _____ Serial # _____

Check Box if Roof Top Unit

River Valley Air Conditioning, Inc. agrees to provide two (2) complete, semi-annual inspections in the Spring and Fall so that you may have the benefit of the best performance and lowest operating cost from your air conditioning and heating system. During these preventative maintenance inspection calls, our service technicians will complete the following:

Air Conditioning (Spring Service: March to May)

- * Check or clean air filter
- * Check refrigerant charge
- * Lubricate all moving parts as needed
- * Check condenser coils
- * Check evaporator coils
- * Check all electrical components
- * Inspect operations of equipment
- * Check condensate drain

Heating (Fall Service: October to December)

- * Check or clean air filter
- * Check refrigerant or burner assembly if gas furnace
- * Lubricate all moving parts as needed
- * Check condenser coils or gas if gas furnace
- * Check evaporator coils or gas leaks if gas furnace
- * Check all electrical components
- * Inspect operations of equipment
- * Check flue pipe

As a result of you being our customer and participating in this annual service agreement with us, you have:

- * Preferred customer status
- * No over time charges
- * Discount on parts
- * Extended equipment life
- * Lower operating cost
- * Maximum system performance
- * Lower cost for maintenance
- * Fewer breakdowns

Terms of this agreement are for *12 months from the date of acceptance* and **may be terminated by either party with a 30-day written notice**. The price for this agreement is \$79.00, paid at the time of each maintenance. This covers maintenance on one (1) system. You may add additional systems at \$59.00 each, (*at the same location*). Repairs required for your system will be called to your attention. The necessary parts and labor to complete the repairs will be scheduled when convenient with you. *This will be an added cost to the maintenance done on the agreement*. A complete description of each component of your air conditioning and heating system are on file in our service department, along with a complete record of all work performed.

***THIS CONTRACT IS NON-TRANSFERABLE AND NON-REFUNDABLE**

SIGNATURE

DATE