

Terms and Conditions

1. I will allow City Air Mechanical to perform annual Equipment Inspections to my heating system to ensure optimum energy efficiency and proper operational functionality for the contract to remain valid. I understand that CAM will provide me with spare filters and that it is my responsibility to change them as directed specifically for my system. If I do not change the filters as directed and a heating and/or cooling systems failure occurs specifically related to condition of the filter, I realize that I am responsible for the cost of that repair.
2. I understand that functional parts, labor and the cost of unexpected repairs are included under the heating and cooling *Worry Free Guarantee!* to include thermostats, filters, belts, motor, bearings, cages, fan blades, grease/oil. Specific items excluded are heat exchangers, condenser & evaporator coils, unit replacement and other equipment not specifically covered under my agreement. CAM is not responsible for damage to covered equipment caused by fire, flooding, water damage, hail, wind, vandalism, or other Acts of God that would or would not be covered by any insurance policy. This program is secondary to manufacturer and other warranties.
3. I understand that this agreement will run for a minimum term of 1 year and is subject to annual price adjustments, unless I choose the *Pre-Pay and Save* 3 year option, which will lock-in my rate in for 3 years as long as I remain at my current residence. This agreement will automatically renew at the end of each agreement term, unless I provide a written termination request to City Air Mechanical. Accordingly, the agreement will automatically renew for the same duration and subject to the same terms as the previous agreement with the exception that City Air Mechanical reserves the right to adjust its contract rates.
4. I understand that I will forward the above payment to City Air Mechanical as agreed upon and outlined by the Payment & Authorization form. If the Easy Auto Withdrawal option is chosen, I understand that an early termination fee equal to the greater of \$200 or the balance of the repair or maintenance services received under the agreement is due upon termination.
5. I understand that if I choose the Convenient Evening & Weekend Service Option offered above, the cost of labor attributed any unexpected repair, regardless of when, are at no additional charge to me. If I decline the Convenient Evening & Weekend Service, all repairs made during regular weekday business hours are assumed by City Air Mechanical at no additional cost to me and I understand and agree that any and all labor provided on any evening, weekend or holiday will be provided to me at the labor only rate of \$45.00 per hour payable upon receipt of service. I understand and agree that all functional parts and materials will be provided to me pursuant to this contract at no additional charge, regardless of my choice to select the Convenient Evening & Weekend Service option.
6. I understand that City Air Mechanical reserves the right to cancel the contract for any amounts past due 30 days or greater. In addition to the NSF service fee, the early cancellation outlined in #4 above will apply.
7. I acknowledge that I have read, understand and approve of the above Terms and Conditions.

Accepted By: \_\_\_\_\_

City Air Representative: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_



# What's the BANG for your **BUCKS?**

1. Receive Annual Maintenance Inspections, a years supply of air filters, and **PAY NOTHING** for Unexpected Repairs on your home heating system!
2. Certified Professional Technicians do **ALL THE WORK** with Priority 24 hour emergency service. Just Sit Back and **RELAX....**
3. Experience \$\$ saved by lower utility bills and **MAXIMIZE** the life of your equipment.
4. Flexible plan payment options to suit each individual's home needs.
5. Improved Indoor Air Quality.
6. Assured comfort and peace of mind that your comfort system will be ready to run when you need it most.



PLUMBING **HEATING** VENTILATION **SHEET METAL**

3505 East Rosser Ave • Bismarck, ND 58501  
**(701) 223-3775**

[www.cityairmechanical.com](http://www.cityairmechanical.com)

*worry free*  
**GUARANTEE!**

**PREFERRED  
CUSTOMER  
PROGRAM**



# How does the *program* WORK?

As a Worry Free! Guarantee Customer, receive an Annual Maintenance Inspection on your selected covered equipment, one year supply of air filters delivered right to your door, PLUS our Worry Free! Guarantee on unexpected repairs. Never pay another furnace repair bill again!

To sign up just complete the attached Worry Free! Guarantee Agreement and select the equipment you would like to cover under the Worry Free! Guarantee Program. Then fax, email or snail mail it in, and you are officially Worry Free! You can also complete and submit the registration form online!

Fax: 701.223.6814  
 Email: info@cityairmechanical.com  
 Visit: www.cityairmechanical.com and click on "Become a Worry Free! Guarantee Customer"



## OPT FOR **CONVENIENT** EVENING & WEEKEND SERVICE

**No time off of work necessary!** Find it hard to get away from the office during the day? No Worries! We'll schedule a time (ANYTIME) that is convenient for you! You'll NEVER hear "I'll be there sometime between 8 am and Noon."

**Emergency Repair in the middle of the night, Weekends or even Christmas!** No Problem!! No Bills! No Worries!

**You Call, We Come!** It's that simple! Same day priority service is part of the package. You will never be left to wait and wonder when the technician will arrive.



## SAVE \$\$ on **ENERGY BILLS!**

Maintenance Procedures	Energy Savings %
Adjusting the operating sequence of operations	25-30%
Cleaning Coils	5-15%
Changing Dirty Air Filters	10-15%
Removing Scale from Condenser Coils	25-30%
Adjusting Air/Fuel Ratio of Burners	15%
Cleaning Burner Assembly	15%
Removing Soot from Fire Side of Burner	9%
Eliminating Belt Slippage and Pulley Alignment	15-20%

*\*Information provided by the U.S. Department of Energy*

- Increase Return on HVAC Investment: 10 times
- Reduce Breakdowns: 70% to 75%



**Worry Free Guarantee! Preferred Customer Agreement**

Customer Names		Telephone Number	
Address	City	State	Zip
Cell Phone	E-Mail		

I agree to pay City Air Mechanical in return for the *Worry Free Guarantee! Preferred Customer Program* the below monthly payment. (See Back for Terms & Conditions)

*Worry Free Guarantee!* Heating System Monthly Amount **\$ 12.99**

- For Air Conditioning, Add \$ 7.99 (Includes Up to 3 lbs Freon/Yr) \_\_\_\_\_
- For Humidifier Service & Inspection, Add \$ 1.50 / month (Excludes Solenoid & Unit Replacement) \_\_\_\_\_
- For Water Heater Service & Inspection, Add \$1.99 / month (Excludes Unit Replacement) \_\_\_\_\_
- For Garage Heater, Back Up Heat Add \$ 3.50 Each Unit (Excludes Unit Replacement) \_\_\_\_\_
- For Convenient Evening or Weekend Service, Add \$4.99 per month \_\_\_\_\_

**Total Monthly Payment** \_\_\_\_\_

### **Payment Selection & Authorization**

Please select one of the following convenient payment options:

#### **Option 1 ~ Easy Auto Withdrawal!**

I hereby authorize my financial institution to charge the account I have specified on the form below for the amount of my monthly City Air Mechanical (CAM) *Worry Free Guaranteed Preferred Customer Program* fees and send that amount to CAM. This will remain in effect until a written cancellation request is received by CAM. If I change my account number or financial institution specified, I will provide written authorization for the change to CAM. In addition, I reserve the right to stop payment of the charge by notifying my financial institution before the account is charged. I understand that both the financial institution and CAM reserve the right to terminate the payment plan and/or my participation therein. Termination of this authorization does not terminate the agreement and my obligations will continue. I am responsible and liable to all authorized transactions made under this automatic payment authorization.

I understand in the event this debit cannot be processed due to non-sufficient funds (NSF), I will be subject to a \$25.00 service fee that may also be deducted from the below account. CAM will not be held for any fees your financial institution may assess if I do not have sufficient in my account to cover the payment. Automatic Deductions will be on the 10<sup>th</sup> of every month. If the 10<sup>th</sup> falls on a weekend or a holiday, payments will be processed on the next business day.

<b>I authorize CAM to keep my signature on file and to charge my (Please Circle One) checking / savings</b>	
Financial Institution Name (Cancelled Check or Deposit Slip Required)	Financial Institution Telephone Number
Routing Number	Account Number
Signature - I agree to the terms stated above	Date

#### **Option 2 ~ Pre-Pay & Save!**

**I would like to Pre-Pay & Save 3% 1 year in advance.**

Annual Agreement Amount \_\_\_\_\_  
 Less: 3% Discount Amount \_\_\_\_\_  
 Total Payment Amount \_\_\_\_\_

Credit Card Holder Name	Account Number	Exp Date
Visa, MC, Discover	Vin	Signature

**Call today (701) 223-3775 for more information!**