

April 1, 2024

Dear Valued Customer,

We are pleased to offer you an opportunity to join a growing list of our "Preferred Customers" who, for the past 52 years, have experienced the safety, security, and cost savings of Hutzel's Service Agreement. One of our expert technicians will come to your home, inspect, clean, and adjust your heating, cooling, and hot water equipment, and be on call for emergencies throughout the year. Our service agreement not only assures you of an annual maintenance inspection but also provides you with priority scheduled service, a 10% discount on any repairs, after hour emergency calls at regular rates.

To enroll in our program, all you need to do is return the completed form to us by [email](#) or give us a call (734.665.9111). We will send you an invoice that contains an online link for payment. You can also print and return by postal mail with your check.

<u>EQUIPMENT</u>	<u>PER UNIT</u>
<input type="checkbox"/> Air Conditioner -no filter included	\$150.00
<input type="checkbox"/> Boiler – Gas	\$150.00
<input type="checkbox"/> Furnace – Gas- no filter included	\$150.00
<input type="checkbox"/> Mini Split (Ductless cool) 1 head	\$150.00
Each additional head**	\$ 50.00
<input type="checkbox"/> Mini Split (Ductless heat & cool) 1 head	\$175.00
Each additional head**	\$ 50.00
<input type="checkbox"/> Heat Pump w/electric**	\$200.00
<input type="checkbox"/> Heat Pump w/gas **	\$225.00
<b>**IF EQUIPMENT IS IN ATTIC OR CRAWL SPACE ADD \$20.00 TO ABOVE PRICE**</b>	
<input type="checkbox"/> +Air Cleaner (Electronic)	\$ 55.00
(Mechanical)	\$ 55.00
(Combo Elec/Mech)	\$ 85.00
<input type="checkbox"/> +Humidifiers	\$ 50.00
<input type="checkbox"/> +Water Heater (Tank type)	\$ 75.00
<input type="checkbox"/> +Water Heater (Tankless)	\$150.00
<input type="checkbox"/> +Condensate Pump	\$ 20.00

Name \_\_\_\_\_ Address \_\_\_\_\_

Email address and phone number \_\_\_\_\_

Signature \_\_\_\_\_

# Hutzel Plumbing and Heating Preferred Customer Service Agreement Terms and Conditions

## 1. Scope of Services:

- Hutzel Company agrees to provide HVAC (Heating, Ventilation, Air Conditioning and Water Heater) services to the customer as outlined in the Annual Maintenance Inspection Checklist.

## 2. Service Period:

- The contract will be effective for a period of one year. The contract will automatically be renewed upon its expiration.

## 3. Service Details:

- The scope of services may include but is not limited to:

- Regular maintenance checks
- Emergency repairs at regular rates
- 10% discount on replacement of parts and components
- Priority service
- System diagnostics and troubleshooting

## 4. Service Frequency:

- Regular maintenance visits will be scheduled as per the agreed-upon frequency, typically annually. Spring for Cooling, Fall for Heating. Emergency services will be available 24/7.

## 5. Fees and Payment:

- The customer agrees to pay fees based on selection within 30 days of the invoice date.
- The customer account must be current.

## 6. Termination:

- Either party may terminate the contract with written notice if the other party breaches any material term of the agreement. In the event of termination, the customer remains responsible for any outstanding payments. Service agreements are non-refundable.

## 7. Warranty:

- Hutzel Company warrants that all services provided under this contract will be performed in a professional and workmanlike manner. Any defective workmanship or materials will be corrected by Hutzel Company at no additional cost to the customer.

## 8. Exclusions:

- The contract does not cover the following:
- Damage resulting from negligence, misuse, or unauthorized alterations.
- Replacement of equipment or parts not specified in the contract.

## 9. Insurance:

- Hutzel Company agrees to maintain appropriate insurance coverage for the duration of the contract, including liability insurance and workers' compensation.

## 10. Confidentiality:

- Both parties agree to keep any confidential information obtained during the course of the contract confidential and not to disclose it to third parties.

## 11. Force Majeure:

- Neither party shall be liable for any failure or delay in performance due to events beyond their control, such as acts of nature, strikes, or government regulations.

## 13. Entire Agreement:

- This contract constitutes the entire agreement between the parties and supersedes all prior negotiations, understandings, and agreements.

# Annual Maintenance Inspection Checklist

## Gas Furnaces

Inspect filters (customers provides)  
Check & adjust thermostat  
Lubricate applicable bearings & motors  
Clean drains & traps (if necessary)  
Check all wiring & connections  
Check & adjust all safety controls  
Check temperature rise  
Check burners  
Clean & inspect heat exchangers  
Check ignition system  
Adjust burners for efficiency  
Check vent system  
Inspect flue liner (if needed)  
CO Test  
**\*(blower wheel cleaning extra)**

## Air Conditioners / Air-to-Air Heat Pumps

Inspect filters (customers provides)  
Check & adjust thermostat  
Lubricate applicable bearings & motors  
Clean drains (if necessary)  
Check all wiring & connections  
Attach gauges & check operating pressure  
Check voltage & amperage to all motors  
Check air temp drop across evaporator  
Check for adequate refrigerant charge  
Look for any visible signs of leaks  
Check super heat  
Check starting contactor/contacts  
Clean condenser coil (if needed)  
Check & inspect safety controls (if needed)

## Boilers

Pull & clean burners  
Clean pilot assembly  
Check thermocouple  
Clean heat exchangers  
Lubricate pump motors & bearing assembly  
Check zone valve operation  
Clean strainer on pressure reducing valve  
Check limits & safeties  
Check thermostat  
Clean blow down valve

## Geothermal Heat Pumps

Check refrigerant pressures  
Check & replace filter (customer provides)  
Lubricate applicable bearing & motors  
Clean water strainer  
Check motor & compressor amp draw  
Check starting components  
Check system safeties  
Check system temperatures  
Check water and air coils

## Water Heaters

Clean burner assembly  
Clean pilot  
Check thermocouple  
Drain 2 gallons water  
Check venting & vent pipe

## Air Cleaners

Clean pre-filters  
Clean ionized cells  
Check EAC compartment  
Check operation  
(Filter included if paid on  
Combo/Mechanical/Infinity)

## Humidifiers

Clean inlet screen  
Clean orifice  
Clean reservoir  
Clean drain tube  
Clean float assembly (if needed)  
Clean operation  
Check humidistat